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| POSITION TITLE: | Manager – Client Services |
| POSITION LOCATION: | Warrnambool – travel throughout the Wimmera South-West DFFH region and to Melbourne may be required |
| CLASSIFICATION: | Social, Community, Home Care and Disability Industry Award 2010. Level 8 Pay Point dependent on skills and experience |
| TEAM: | Executive Team |
| EMPLOYMENT: | Full Time |

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South-West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

As a specialist family violence agency providing services to women and children victim survivors of family violence, Emma House holds an exemption under section 89 of the Equal Opportunity Act 2010 to only employ people who identify as female.

ROLE CONTEXT

As a member of the Executive Team, the Manager - Client Services is responsible for overseeing and managing the breadth of the services and programs delivered to women and children through EHDVSI. The position requires a “hands on” qualified and experienced professional with 5-7 years post graduate experience who is keen to work across all levels within the organisation. The role has executive level responsibility for EHDVSI quality and safety including clinical governance. The Manager – Client Services is required to demonstrate a solid understanding of the principles and practices relevant to the Family Violence sector, including the underpinning societal structures that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.

PRIMARY PURPOSE OF THE ROLE

To lead the organisation through the transition and reform happening within the State Family Violence sector.

To translate the reform agenda into contemporary service delivery throughout the organisation.

To ensure that EHDVSI has a quality staff team, guided by policies, procedures and resources that allow the delivery of a high quality service and response to women and their children who have been impacted by family violence.

To lead and monitor the organisation's clinical governance processes.

To oversee a highly collaborative work force with internal and external stakeholder engagement to maximise the outcomes for women and children who have been impacted by family violence.

REPORTING RESPONSIBILITIES

This position has a direct reporting relationship to the Chief Executive Officer (or their delegate).

The Manager – Client Services is a role that will foster productive relationships with the EHDVSI Executive Team and direct support staff.

The role also requires functional and dynamic relationships with external stakeholders and as such will require participation in sector committees and implementation groups.

KEY RESPONSIBILITIES

Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice
- Ability to provide high quality clinical supervision and critical reflective practice to Team Leaders and students on placement.
- Commitment to maintaining an up-to-date knowledge base on issues relevant to domestic and family violence practice.
- Commitment to maintaining an up-to-date knowledge base on issues relevant to service delivery
- Willingness to participate in the annual performance management processes
- Willingness to attend all mandatory professional development relevant at both and agency level and relevant to the role
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan as negotiated with the Chief Executive Officer

Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation
- Willingness to undertake associated administrative work
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- To collect and collate data as required
- Skills to digitally record, monitor and report client information in accordance with agency and funding body requirements.
- High level written communication skills, including funding submission and program documentation writing

Technical Skills and Knowledge

Programs and Services

- To oversee the outreach and case management services offered for women and children victim/survivors, including counselling and support services.
- Exhibit high level clinical skills and experience in delivery of programs and services to vulnerable members of the community, particularly women and children who have experienced family violence

- A highly developed knowledge of risk assessment and safety management for women and children impacted Family Violence
- A highly developed knowledge base and experience in therapeutic approaches and trauma informed work
- To be able to confidently and independently make sound management and case practice decisions
- To provide guidance and leadership to specialist practitioners who directly report to this position and support decision making processes for staff
- To manage competing demands for resources whilst ensuring quality service delivery
- Skills and experience in the development and provision of community education and professional training
- To demonstrate project development and management skills.
- If required in complex cases/high workload demand, providing case management to women and children with a focus on risk assessment and safety planning, advocacy, and empowerment.

Budgets and Forecasts

- To prepare program budgets as required.
- To operate within designated budgets and delegated authority level.

Planning and Strategy

- To participate in the development and implementation of the organisation's strategic plan as part of the organisations executive leadership group.
- To develop and operationalise a team plan that aligns with the organisational objectives outlined in the Strategic plan and other agency plans.

Human Resources

- Contribute to the development and implementation of the organisations workforce planning.
- To work within the EHDVSI Human Resources systems and practices to ensure compliance with current legislation, policy and guidelines.
- To lead and manage the practitioners that directly report to this position.
- To participate in the recruitment, appointment, retention and exiting of staff for the organisation.

Clinical Responsibility

- To provide clinical supervision to specialist practitioners in your team and other organisational clinical staff as required.
- To oversee the quality and safety of service delivery for your team through adherence to the organisations clinical governance framework.
- To provide clinical leadership for the organisation in conjunction with other members of the executive team.
- To introduce and embed new service delivery models, frameworks, interventions and guidelines

Management and Leadership

- To operate as an active member of the organisation's Executive team and positively contribute to a growing and accountable organisation.
- To provide leadership to support, mentor and manage service delivery staff with the aim of building a culture of team work, learning and service excellence.
- To ensure that service staff receive practice leadership that fosters learning, skill development and high quality practice.
- To provide leadership in relation to sector and service system reforms through a strong understanding of the principles and processes of change management.

Risk Management

- To identify, assess and monitor risk matters in accordance with the organisation's Risk Management Policy and Framework

- To recommend corrective actions to identified risks and work collaboratively with the Chief Executive Officer to achieve appropriate resolutions in a timely manner
- To ensure organisational legislative compliance with statutory and regulatory obligations, including industrial and employment law, OH&S requirements, privacy and information sharing obligations and other relevant laws
- To participate in the organisation's OH&S committees as a management representative

Reporting and Statistics

- To ensure processes and systems are in place with respect to data collection to meet internal and external stakeholder requirements
- To organise and prepare usage and data reports for funding bodies and other external stakeholders as required
- To initiate, analyse and prepare monthly data and usage reports for the Executive Officer
- To prepare written documents to a high standard and to ensure the quality of all service records and professional reports.
- To ensure the quality and accuracy of reports and documents exiting the organisation

Compliance Quality and Innovation

- To be responsible for ensuring quality improvement practices and outcomes are delivered in accordance with the relevant industry standards.
- To have a sound working knowledge of the Human Services Standards and ensure quality practice every day in accordance with these standards
- To demonstrate leadership in the preparation and participation of all aspects of the organisations Accreditation processes.
- To demonstrate program and practice innovation to ensure an evidence informed and contemporary service

Communication and Teamwork

- Commitment to effective communication and information sharing with colleagues, Chief Executive Officer, Managers and the EHDVSI Board
- Ability to build and promote a positive team and workplace culture
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services

Continuous Quality Improvement

- Contribute to monitoring of service provision to ensure outcomes are high quality and in line with internal and external standards, service philosophy and goals
- Be responsible for the development and review of organisational policies, procedures and work instructions as appropriate
- Be responsible for developing and implementing consumer participation plans and activities for your team and the organisation.
- Support a system that considers and implements service changes as suggested by service users, stakeholders and others
- Contribute to continuous quality improvement pursuits to promote a high quality and responsive service.
- Understanding of continuous quality improvement principles and experience in how they are embedded into organisational life.
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

On-Call Roster

- Coordinate the After Hours On Call Service including the face to face response program and the after hour's organisational response to transitional and refuge housing clients as well as high risk clients.
- Participate in the rostered after-hours family violence face to face response program, and the roster to support the organisation's transitional and refuge housing.

Additional Duties

- Undertake regular tasks as per requirements
- Work within the required financial parameters of the service
- Willingness to undertake additional duties as directed and / or negotiated with the Chief Executive Officer
- Arrange and provide coverage for those staff supervised during times of absence or leave
- Other administrative duties as required

Pre-Employment Screening

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children.

Where the Key Selection Criteria outlines mandatory qualifications an original of these must be sighted by the line manager or Corporate Services manager and retained

KEY SELECTION CRITERIA

Qualifications

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field*
- Current Victorian Drivers Licence
- Nationally Coordinated Criminal History Check (Police Check)
- Current Working with Children Check or valid exemption
- International Police Record Check (only required where staff have lived overseas for 12 months or longer in one country in the last 10 years)

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Significant experience in the family violence and/or community services sector at a practice and leadership level
- Commitment to the vision, philosophy and objectives of EHDVSI
- Understanding of the nature, scope and impact of domestic and family violence on women and children

- Understanding of the principles of empowerment for individuals, and women in particular
- Knowledge and skills in case management principles and practice
- Ability to undertake considered and comprehensive client safety / risk and homelessness assessments using the MARAM framework and the information sharing schemes
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts
- An awareness of key agency stakeholders
- Ability to work and make decisions in a complex crisis environment
- Demonstrated abilities to design, collect and analyse data
- Demonstrated abilities in the redesign of work instructions, policies and procedures and funding submissions
- Excellent written and oral communication skills (including public speaking, submission and report writing, presentations and facilitation skills).
- Knowledge of the principles of gender inequality and feminist theory

Desirable

- Post graduate qualifications in a related field
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts.
- Understanding of the Family Violence sector and the legislative and reform agendas which impact.
- Experience in a DFFH funded organisation or a community based health or not for profit organisation
- Skill and experience in community engagement

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy
- OR hold a Bachelor of Social Work or other equivalent qualification
- OR have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.

EMPLOYEE BENEFITS

We offer our staff:

- A supportive team environment, working alongside other highly talented professionals and support staff who strive for human rights and excellence in service delivery
- A strong commitment to your professional development, personal development and mental health
- A flexible working environment
- 4 weeks annual leave
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).
- 10 % Superannuation contribution
- Competitive salary
- Salary package and conditions are in accordance with the contract of employment.

AUTHORISED BY:

NAME: Sulaika Dhanapala
POSITION: Acting Chief Executive Officer
DATE: September 2022