

## Position description

# Manager Family Violence and Homelessness

<b>Position title</b>	Manager Family Violence and Homelessness		
<b>Position holder</b>	Vacant		
<b>Program</b>	Family Violence		
<b>Funded by</b>	Grampians Community Health		
<b>Based at location</b>	Horsham		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• General Manager Community Services</li> <li>• Chief Executive Officer</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Program Leader Family Violence Services</li> <li>• Program Leader Family Violence (Home Agency)</li> </ul>		
<b>Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026		
<b>Classification</b>	HS7		
<b>Hourly rate</b>	\$63.32	<b>Annual</b>	\$125,120
<b>Status</b>	Full Time – Maternity leave backfill position ceasing 29 May 2026		
<b>Hours per week</b>	38		
<b>PD last updated and approved by CEO</b>	March 2025		

### Remuneration package

The remuneration package for this position in addition to salary includes:

- Superannuation Guarantee as per legislated provisions.
- Over award payment of \$4.05 per hour (\$8,000 per annum based on full time hours) to compensate for reasonable overtime, after hours work attendance for meetings and backfill when the General Manager Community Services is on leave.
- Generous not for profit/charitable institution salary packaging.

Additional over award allowances may be negotiated with the Chief Executive Officer.

### Position summary

The Manager Family Violence and Homelessness provides management and leadership to program functions related to delivering direct client support for the communities that Grampians Community Health serves. The position will require travel between GCH work sites.

The position provides effective operational management and leadership to staff who provide a range of family violence response services and the Wimmera Orange Door. A component of this role is the contribution to the operational leadership of the Orange Door in collaboration with FSV and other service providers in the hub.

The position will contribute to achieving the vision, goals and values articulated in the GCH's strategic plan and enhance the interconnection between GCH services.

## Key responsibilities

### Operational

1. Provide effective leadership to Program Leaders and staff in the delivery of Family Violence and Homelessness services that are accessible, responsive, safe, flexible, timely, client focussed and best practice across the Grampians Community Health Catchment.
2. Proactively identify, develop and maintain opportunities and collaborations beneficial to GCH, clients and community.
3. Provide timely advice and recommendations to the Executive on current and emerging issues, service gaps, Family Violence and Homelessness program needs and resource requirements.
4. Provide supervision and support to Family Violence and Homelessness staff including efficient planning and rostering of staff supervision, and ensure staff are engaged in supervision and support to students as required.

### Governance

5. Develop, implement, and evaluate procedures, systems and processes as part of continuous quality improvement to ensure efficient, appropriate and responsive services.
6. Work with complainants, staff, clients, partners and providers to identify concerns and develop options to achieve resolution within the GCH policy guidelines and quality improvement and risk management frameworks.
7. Ensure sound clinical governance procedures are in place and always followed.
8. Ensure Family Violence services are delivered in adherence to funding guidelines, partnership arrangements and relevant accreditation standards.
9. Set and monitor performance targets and provide regular reports to General Manager, partner agencies and funding bodies as required in a timely manner.

### Financial

10. Collaborate with Finance and General Manager to develop Family Violence and Homelessness annual budget and ensure program/s operate within budget allocation.
11. Prepare reports, submissions and funding applications in conjunction with the General Manager within required timelines.

### Other

12. Other duties commensurate with current skills and experience as agreed with the General Manager or the Chief Executive Officer.

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## Key selection criteria

### Qualifications

- Tertiary qualification in social services or a related field (relevant Bachelor qualifications are highly desirable).
- Or demonstrated relevant experience in managing large and diverse teams within the community service setting.

### Mandatory

- Strong knowledge and understanding of community services.
- Strong understanding of leadership models.
- Strong understanding of continuous quality improvement and accreditation.
- Experience working with groups of people who frequently feel disengaged, disenfranchised and experience challenging social, educational and personal situations.
- Knowledge of the issues relating to preventative health and life situations that can lead

a person to seek assistance, counselling or family violence supports and services.

- Knowledge and understanding of government policies relevant to the programs.
- Knowledge of contemporary responses services systems.

### **Desirable**

- Minimum two years in senior management position.
- Experience in leading community services programs.
- Ability to maintain records accurately and efficiently in line with organisational audit requirements.
- Experience building, contributing and maintaining networks for organisational and client benefit.
- Experience of relevant funding streams.

### **Demonstrated skills and experience**

- Attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- The requirement to always maintain confidentiality.
- Computer software, including Microsoft Office, Videoconferencing and the internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of stakeholders at all levels.
- Demonstrated ability to positively contribute to workplace culture and practices.

### **Licences and registrations**

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working with Children Check

### **Personal attributes**

- Empowering
- Professional
- Inclusive
- Compassionate
- Courageous

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### **Conditions of employment**

This position is a Full time - Maternity leave backfill position ceasing on or before 29 May 2026 and requires the following checks:

- Satisfactory police check
- Employee Working with Children Check

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### **Required training**

- MARAM Leading Alignment
- MARAM Comprehensive Risk Assessment and Management
- Sentrient online learning management system courses as required.

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### **Employee acceptance of position:**

**Employee signature**

**Vacant**

**Date**