

Position title	Manager Family Violence, Homelessness and Home Agency
Program	Family Violence Services and Collaboration
Reports to	<ul style="list-style-type: none"> • General Manager Community Services • Chief Executive Officer
Direct reports	<ul style="list-style-type: none"> • Program Leader Family Violence and Collaboration • Integrated Practice Leaders • Advanced Family Violence Practice Leader Men's • Advanced Family Violence Practice Leader • Team Leader Orange Door • Sector Alignment Lead Project Worker
Award/EBA	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026

Position summary

The Manager Family Violence, Homelessness and Home Agency provides management and leadership to program functions related to delivering direct client support for the communities that Grampians Community Health serves.

The position provides effective operational management and leadership to staff who provide a range of specialist family violence response services and perpetrator services both in GCH and the 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.

The position will require travel between GCH work sites with a minimum of one day per week at the Stawell site.

Remuneration package

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

- Superannuation Guarantee as per legislated provisions.
- Generous not for profit/charitable institution salary packaging.

Key responsibilities

Operational

1. Ensure all Family Violence and Homelessness services are client focused, accessible, responsive, best practice and compliant to the Department of Families, Fairness and Housing Service Framework, MARAM Framework, Community Services Quality and Governance framework and all overarching sector standards as they stand from time to time.
2. Proactively identify, develop and maintain opportunities and collaborations both internally and externally to GCH to benefit clients and community.
3. Provide positive leadership to Program Leaders, Practice Leaders, Team Leader Orange Door and staff in the delivery of Specialist Family Violence Services, Perpetrator Case Management, Homelessness Case Management, Orange Door service delivery and other ancillary services in accordance with GCH strategic direction, operational plan, policies and philosophy.
4. Work proactively and collaboratively with the Manager Mental Health and Wellbeing to support cohesive services to Adults Using Family Violence (AUFVs)
5. Provide timely advice and recommendations to the Executive on current and emerging issues, service gaps, Family Violence program needs and resource requirements.
6. Provide supervision to Program Leaders, Practice Leaders, Team Leader and ensure all staff:
7. Are meeting KPIs and targets
8. Are efficiently and effectively rostered to optimise outreach services
9. Participate in regular operational supervision

10. Engage in clinical supervision according to eligibility
11. Maintain timely and accurate client information and data entry
12. Create and maintain a transparent and inclusive working environment that is compliant with the Occupational Health and Safety Act and fosters a positive work environment in line with GCH values and policy.
13. Lead the continuous quality improvement, evaluation and monitoring of Family Violence and Homelessness services at GCH. This includes keeping up to date on all regulatory and compliance frameworks and guidance related to Family Violence and Homelessness, to ensure that GCH meets all relevant standards for providing quality, safe, person-centred services to clients.
14. Providing leadership to the Sector Alignment Lead Project Worker on ensuring sector and organisational compliance and support work on the implementation and monitoring of the sector Minimum Mandatory Qualifications Framework.
15. Ensure the timely and accurate recording of client and staff incidents and work actively with staff and quality to ensure a physically and psychologically safe work environment.
16. Work collaboratively with Family Safety Victoria, The Orange Door Hub Manager and service partners in The Orange Door to ensure safe, effective and client focused service delivery.
17. Ensure all client information is kept securely in the client management system and is managed according to GCH policies and relevant legislation.
18. Review, submit and report accurate monthly performance data and finance reporting to the relevant funding agencies, General Manager Community Services.
19. Ensure Family Violence and Homelessness programs are fully aware of their monthly performance and are supported to achieve their KPIs.
20. Contribute to and advise on annual budgets under the supervision of and with the support of the General Manager Community Services.
21. Analyse, review and provide feedback on service trends, data analytics and service blockages or improvements.
22. Accurately complete all data reporting in accordance with DHHS funding frameworks and ensure data is compliant with and stay up to date with applicable counting rules.
23. Ensure the effective and responsive management of resources including staffing, budgets and assets.
24. Provide mentorship and open communication to create an innovative, inclusive, energised, and sharing work environment for all staff that is open to new ideas and opportunities.
25. Establish and maintain relevant stakeholder involvement including liaising with funding bodies and participating in ARRCH Communities of Practice.
26. Provide supervision and support to students as required.
27. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
28. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

- Tertiary qualification in social services or a related field (relevant university 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 program
- 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

- Ability to maintain confidentiality at all times.
 - Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
 - High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
 - Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
 - Demonstrated ability to contribute to positive workplace culture and practices.
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Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- MARAM Leading Alignment
 - MARAM Comprehensive Risk Assessment and Management
 - Internal online courses as required.
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