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| Title | Program Manager, Family Violence |
| Reports to | General Manager - Safety and Resilience |
| Direct Reports | Team Leaders – (Bayside Peninsula and St Albans) |
| Last Updated | April 2019 |

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and support our communities to thrive.

Role Purpose

The Program Manager Family Violence is based at our Mornington or Hastings office and leads a team of family violence practitioners statewide in Victoria to deliver high quality service to our clients. This team has extensive knowledge and understanding of family violence including intake, counselling and outreach work, and supports clients accommodated in refuge and transitional housing. In Bayside Peninsula, services also include the family violence crisis after-hours outreach program and the Risk Assessment and Management Panel (RAMP). Along with the Program Manager, Family and Youth Victoria, this role supports a team of staff (including one of two Team Leaders) and stakeholder relationships in The Orange Door, Frankston.

The family violence sector is dynamic, growing and changing and this role is responsible for overseeing a number of exciting projects, new initiatives and pilots. This multidisciplinary role brings together the Program Manager's experience and understanding of people leadership, quality and service improvement to ensure the delivery of valued services and outcomes to clients consistent with service agreements and Good Shepherd's vision and strategy. The Program Manager will develop and lead a highly competent, engaged and professional family violence team.

Core responsibilities include:

- Ensure GSANZ's delivery of high quality, integrated and person-centred services to clients to achieve the outcomes agreed with funding providers, service delivery partners and organisational standards and priorities
- Provide strategic and operational leadership to a state wide team to deliver quality services
- Support the growth of GSANZ's services through business development opportunities and strategic partnerships with funders and community organisations
- Provide strategic input to system and organisational improvements
- Build and participate in external stakeholder partnerships and governance networks
- Drive implementation of LGBTIQ and other cultural inclusion initiatives in the team as required

Qualifications, Experience and Mandatory Requirements

- Appropriate tertiary qualifications in Social Work, Health Services or a related discipline is essential
- Experience in quality and management, well developed consultation and collaboration skills and be able to work in complex work environments
- Significant experience in the family violence sector
- Relevant experience leading and managing a large and multi-site team
- A strong understanding of the funding, governance, legislative requirements and contemporary quality frameworks operating in the sector
- Relevant experience with a focus on best practice service in financial counselling and modern community engagement
- Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks
- Experience managing service delivery teams in a matrix managed environment
- Capacity to develop programs in partnership with others
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Responsibilities

Strategy

- Ensure all program services are delivered in line with department operational plan and GSANZ's strategic plan
- Consolidate, develop and deliver funded programs
- Identify opportunities for innovation and growth
- Demonstrate understanding of social justice and community capability building concepts
- Contribute to Services' strategic planning activities.

People

- Lead development of a high performance team through demonstration
- Supervise and coach team members to develop quality practice and professional development
- Foster open communication and collaboration
- Maintain positive relationships with Team Leaders and provide guidance, insight, advice, and mentorship to key leaders
- Assist the General Manager with recruitment of key positions
- In partnership with People & Culture and operational areas, identify essential training needs required to ensure consistent and high quality practice
- Provide effective and timely team communication and change management
- Demonstrate commitment to own learning and development
- Provide regular formal supervision to direct reports
- Provide safety leadership including identifying and addressing, investigating and reporting of health and safety risks and incidents.
- Take responsibility for own wellbeing

Clients

- Ensure quality outcomes for clients is at the forefront of all activities
- Meet service delivery targets in line with funding and partner agreements
- Support outcome-based reporting
- Create opportunities for co-design of initiatives with clients

Service Delivery and Operations

- Ensuring services are integrated throughout the state and interstate
- Ensure all family violence services are delivered in line with relevant service standards and program procedures
- Oversight of best practice service delivery within team
- Work closely with the General Manager to ensure effective, timely management of reporting, submissions, grant applications, service delivery contracts and partnership agreements
- Tailor national policies, procedures and guidelines to meet the needs of each state and ensure their ongoing alignment with the needs and regulatory environment of that state

- Partner with the Quality team to ensure programs meet accreditation standards
- Respond to, and investigate, incidents as required
- Assist the General Manager to manage, monitor and deliver activities within agreed budget
- Partner with other parts of GSANZ to create innovative programs and services
- Other duties as reasonably required

Stakeholders

- Develop and maintain effective corporate, government, non-government and community based partnerships, and stakeholder relationships that enhance GSANZ's profile and community presence
- Develop constructive, collaborative relationships with other GSANZ teams and departments
- Identify opportunities for new partnerships and collaboration
- Contribute to development of formal agreements

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Address behaviour inconsistent with required compliance standards in a timely and appropriate manner

Leadership Capabilities

Community & Inter-Agency Relations

Network & Stakeholders - Reviews and manages services in response to changing needs of relevant groups in the community

Community - Represents the organisation and promotes awareness of key issues in community forums

Partnerships & Collaboration - Develops models and protocols for working in formal and informal partnerships with other community organisations

Social Justice & Stewardship - Demonstrates commitment to social justice and social inclusion, including the Good Shepherd Mission

Professionalism

Time Management - Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met

Ethics - Model GSANZ's values and behaviours and promotes high levels of conduct and behaviour

Taking Responsibility - Delegates to develop staff and accepts responsibility for actions of staff and teams under authority

Problem Solving - Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving

Communication

Verbal Communication - Provides informed, meaningful and relevant messages when communicating with staff and clients/members

Interpersonal Skills - Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution

Leadership & Collaboration

United Vision - Champions vision and missions and maintains a focus on the big picture

Team Collaboration - Manages team dynamics, supports productive working relationships and work-life balance

Diversity of Styles - Builds team spirit and supports team members' development

Resources, Assets & Sustainability

Financial Management - Prepares program and complex project budgets and reviews financial performance

Sustainability - Identifies and manages financial risks and develops protocols for sustainable purchasing

Service Delivery

Reflective Practice - Disseminates, promotes and develops reflective and evidence-based practice models

Knowledge of Client Issues - Maintains high awareness of client issues as impacted by political, economic, social and technological change

Client Outcomes - Fosters a culture of excellence in service delivery and client outcomes

Diversity - Supports teams to value and work effectively with client from diverse communities

Client Confidentiality & Dignity - Creates systems and policies for protection of client confidentiality

Leading Change & New Ways of Thinking and Working

Change Management - Implements change management processes and monitors progress

Creativity & Innovation - Establishes ways to capture, communicate and share innovative ideas and practices

Technology - Researches and implements new technologies to strengthen the organisation and improve business practices

Governance

Strategy - Supports the execution of GSANZ's Strategic Plan, in partnership with the Executive and program managers

Quality - Manages implementation of quality systems and ensures that quality outcomes are achieved

Risk Management - Manages risk and supports others to understand operational risks and reporting

Legislation & Compliance - Manages work practices to comply with relevant legislation and licensing requirements

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- **Reconciliation**
- **Value of each person**
- **Justice**
- **Zeal**
- **Audacity**