

	Position Title: Group Operations Manager – Statutory Services		Team: Senior Management team		Region: Gippsland
	Supervisors: Regional Director	Delegations and Authorities: In Line with Delegations Policy		Band: E	Date Completed: 7 January 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>Berry Street has several statutory and community programs throughout Gippsland. This Group Operations Manager position is a new position overseeing all statutory programs run by Berry Street including Residential Care, Home-Based Care, Kinship Care, Targeted Care Packages (TCP) and Intensive Case Management Services (ICMS). This position has formed as part of a re-design of the previous Deputy Director role. This role has strong operational requirements as well as a focus on the development of key programs that are critical to delivery of Berry Street’s Strategic Plan.</p> <p>The Group Operations Manager has the responsibility for ensuring that a high quality service is delivered to our clients accessing statutory services, supporting integration across all Berry Street programs, as well as deputising for the Regional Director when required.</p> <p>The Group Operations Manager is a member of the Regional and Berry Street wide Senior Management Team and is expected to be able to work both independently and collaboratively.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person’s heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>In conjunction with the Regional Director, this position will:</p> <ul style="list-style-type: none"> • Ensure that Berry Street continues to provide and strengthen its capacity for high quality practice with children, young people, carers and families. • Ensure that Berry Street continues to be recognised as a strong and innovative child and family services agency in the region and sector. • Ensure the provision of a range of high quality responsive services through appropriate policy program and practice development, supervision, support, professional development and staff appraisal systems. • Ensure quality improvements and compliance standards are adhered to for all programs that operate within the Gippsland region. • Lead or support project management of key projects across range of services in Berry Street
	REPORTING RELATIONSHIPS
	<p>The role is based in Morwell and will require regular travel through the region including our offices in Sale and Leongatha and our residential units throughout the region.</p> <p>The Group Operations Manager – Statutory Services will report to the Regional Director and has 2 to 3 direct reports.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • With a high degree of emotional and social intelligence, demonstrated leadership, management, supervision and team development skills. • Demonstrated capacity and proven experience in program management within the child and family services field including direct oversight of diverse programs with an emphasis on statutory programs for children and young people who are at significant risk of trauma and neglect. • Demonstrated ability to work within the parameters of the relevant DHHS frameworks as they relate to high risk/high needs clients, CSO Registration Standards, policy and funding requirements. • Excellent time management skills and the ability to manage multiple demands. • Demonstrated commitment to the provision of high quality services and a culture of continuous learning. • Excellent interpersonal and communication skills; the ability to liaise and negotiate with funding bodies, other agencies and partnerships; and the capacity to positively promote and represent Berry Street in the community. • Highly developed analytical and conceptual skills with the ability to plan, review and implement quality improvements. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Tertiary qualifications in Social Work or related discipline is essential coupled with relevant experience in a leadership position. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Post Graduate qualification is desirable.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery, Planning and Development	<ul style="list-style-type: none"> • In conjunction with the Director, oversee the development and review of an integrated range of Berry Street services in the Gippsland Region with an emphasis on the statutory programs of Residential Care, Home-Based Care, Kinship Care, Targeted Care Packages, (TCP) and Intensive Case Management Services (ICMS). • In partnership with the Director, facilitate implementation of regional strategic and operations plans and activities identified in Berry Street's Strategic Plan. • In conjunction with Senior Managers, ensure sound service delivery systems, processes and practice policies are in place; identify how policy and practice can be improved; and implement changes and innovations. This will include supporting implementation of initiatives such as our new computer case management system (CS Net), tracking of outcomes, Critical Incident Management System (CIMS), and changes in government and organisational policies. • Ensure services meet or exceed key organisational and funding body standards and requirements, including data collection and analysis. • Manage any serious client or staff incidents, including the completion of appropriate reports and debriefing and strategies to prevent further incidents • Ensure the Director is informed of any emerging and serious issues and incidents. • Seek and build opportunities for integrated practice across any and all Berry Street programs. • Oversee all quality of care investigations at a regional level, providing practice input in to organisation decision making regarding each incident. • Keep abreast of relevant theoretical, legislative and policy developments.
Business Development	<ul style="list-style-type: none"> • Promote Berry Street programs within the region and to the wider community, in line with Berry Street marketing, organisational and regional strategies. • Identify client needs and service gaps; identify opportunities to enhance and extend Berry Street services; and prepare tenders and submissions to government and philanthropic trusts. • In conjunction with the Director and senior managers consider and seek out opportunities for attracting funding from government and non-government sources to supplement and extend services and service quality. • To oversee or sponsor new projects, such as innovations using project management and implementation science tools and frameworks when applicable.
Human Resources Management	<ul style="list-style-type: none"> • Ensure that appropriately skilled and qualified staff are recruited, inducted, supported and supervised. • Ensure that there are regular opportunities for team building, communication, program and policy development and professional development through team meetings and other means as appropriate. • Ensure staff performance is aligned to Strategic plan and direction for the region. • Oversee a local workforce development plan across all services to support staff to undertake relevant qualifications and to be seen as an employer of choice.

Networking, Promotion and Community Development	<ul style="list-style-type: none"> • Liaise with key Department of Health & Human Services personnel, other Departments and Federal and Local Government about the development of Berry Street services. • Participate in Regional and State-wide Forums relating to program areas, and contribute to policy development including Berry Street statewide meetings (e.g. at our Richmond office) and DHHS. • Liaise with other community agencies in the region and develop appropriate working relationships and alliances.
Financial and Capital Management	<ul style="list-style-type: none"> • In conjunction with the Regional Director, take financial responsibility for program areas, including the development of annual budgets, and monitoring and review of expenditure.
Other	<ul style="list-style-type: none"> • Participate in regional strategic planning, team and other organisation meetings, as appropriate. • Participate and assist in planning of local activities that celebrate our children and young people, families and carers. • Provide monthly reports to the Regional Director and other regular reports as required. • Ensure all regional services and workplaces are respectful of Aboriginal culture; and actively work in partnership with Aboriginal organisations and communities. • Represent the organisation in media activities in accordance with Berry Street's policies and processes. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. Any additional hours are included in the remuneration.
2. You will initially be employed at our Morwell office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to a maximum value of \$15,899 per annum
4. A competitive salary will be offered for this role. The value of the salary can be increased through salary packaging.
5. You will be eligible for a motor vehicle allowance of \$10,500 (pro rata). This allowance is all inclusive for motor vehicle costs incurred during employment with Berry Street. Eligibility entitlement will be in line with the Berry Street Motor Vehicle Policy.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regularly
	Work in buildings, which may be two-storey.	Occasionally
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasionally
	Work after hours through phone support, such as in relation to crises	Occasionally
People Contact	Lead and manage staff who may display the full range of emotional expressions	Daily
	Facilitate access to specialist, generic and information and support services.	Daily
	Liaise with government, non-government and community organisations.	Daily
	Undertake supervisory, recruitment, training and staff development activities.	Daily
Administration	Undertake administrative tasks which may include the following: computer work, filing, writing reports, file notes and records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, and video, electronic whiteboards.	Daily
Transport	Use public transport including trains, buses, trams and taxis.	Occasionally
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly