

**Program Manager – Job Description POSITION: Program Manager ACCOUNTABLE TO: Manager**

**JOB PURPOSE:**

The Program Manager oversees the day to day operational service delivery of a range of programs provided by Sutherland Shire Family Services. The Program Manager operates under the direction of the Service Manager.

**Operational and Accountability Objectives:**

The key roles of the Program Manager are to:

 Provide management support to ensure the supervision needs of Family Services caseworkers and staff employed in additional projects within the organisation is in place and effective.

 Deputise for the Manager when required

 Provide management support in regard to the coordination of services delivered to client families and the broader community

 Ensure that all SSFS operations are in keeping with the principles of family work and ethical practice

 Provide a timely response to the needs and concerns of staff.

**DUTIES & RESPONSIBLITIES: Planning:**

 Consult with staff in the development of work plans

 Consult with community members to ensure that the needs of specific groups are considered in the planning of service delivery

 Contribute ideas and research to the Manager for improvement of services and programs within SSFS

 Attend regular supervision with the Manager

 Assist in the planning and administration of staff referral meetings, team meetings and internal targeted training

**Information and Referrals:**

 Attend relevant network and interagency meetings for the purpose of information sharing and maintaining a collaborative approach to service delivery

 Ensure that timely and effective material, resources, up to date information is made available to all employees within the organisation on an ongoing basis

 Ensure that appropriate, accurate, timely and up to date information is provided to client families and service users.

 Ensure that all current Laws and Legislation and Government policy relating to the human services and particularly relevant to direct services provided by SSFS is

understood and enforced, where necessary.

**Operational duties:**

 Maintain all records and data as required

 Ensure that Family Worker Program case workers and staff within all projects maintain records in order to provide accurate and up to date data and reports ensuring compliance with all funding agreements;

 Ensure reports and updates are provided to the SSFS Management Committee, as required

 In consultation with the Manager, ensure that data and reports are submitted to all relevant bodies in accordance with their requirements

 Ensure that targeted Projects and Family Worker Project case workers provide

Monthly Management Committee reports that are completed on time and are in line

with the requirements of the Management Committee.

 Provide input and management support into the development of policies and procedures for the organisation

 Ensure the provision of supervision for all workers within the family worker programs and targeted projects.

 Provide management support to ensure that accountability requirements to the funding body, the Incorporations Act and the Management Committee are met

 Ensure the provision of adequate training for casework management tool (E-SCARF).

.

**Community Liaison:**

 Promote the organisation to other agencies and services and community members within the region by engaging in the positive promotion of SSFS. This could include attending and presenting at interagency meetings, community events and relevant forums with the Manager.

 In the absence or unavailability of the SSFS Manager the Program Manager would be required to attend any relevant interagency, regional representations, seminars, consultations, forums, reference groups, advisory groups and educational institutions as the representative of Sutherland Shire Family Services. .

 Network with relevant organisations and individuals to promote more effective coordination of service provision to client families

 Develop and maintain links with specific groups that represent the needs of disadvantaged families, in particular marginalized groups

**Service Development:**

 Participate in the planning and support of the manager in the ongoing development of the service

 Participate in training and development activities

 Keep informed of current issues and research which affect the client group and community

 Access external supervision, as required

 Participate in the ongoing service evaluation process

 Consult with SSFS Manager on issues regarding appropriate policies and procedures for service provision

 Ensure that plans for work are made in keeping with the needs of families/priority target group and are consistent with the aims and objectives of the organisation.

**Staff Management:**

 Ensure that staff are aware of and abide by OH & S requirements

 Monitor child protection issues, consult and act in accordance with the NSW Children and Young Persons (Care and Protection) Act 1998 and the SSFS child protection

policy.

 Ensure that staff receive appropriate supervision and or stress management strategies

 Ensure that supervision notes are appropriately recorded and shared with SSFS Manager.

 Ensure that service delivery is culturally appropriate for families and develop positive relationships with local Indigenous services

 Ensure that staff have access to critical incident de-briefing when required

 Consult with the SSFS Manager to ensure that staff are provided with the required resources to carry out their work in a safe and reasonable manner

 Support the identified staff training needs by arranging access to appropriate skills training and professional development opportunities in consultation with the SSFS Manager

 Attend weekly referral meetings held every Tuesday (9am – 10/10:30am)

 Ensure availability of day to day support, direction and guidance in relation to case work management for family workers

 In collaboration with SSFS Manager oversee the coordination of service provision and allocation of casework referrals

 Ensure that all staff are familiar with the philosophy which underpins family work as well as the aims and objectives of the organisation

 Ensure that publications and other written materials relevant to the organisation are made available to staff

 Consult and review with SSFS Manager regarding the monitoring of staff workloads and performance

 Provide management support with the induction and orientation for new workers within the organisation

 Provide management support with regard to recruitment and human resource management in line with legislative requirements

**Client Support and Advocacy:**

 Provide management support to the Coordination of the delivery of all services, programs and projects to client families

 Attend appropriate training and professional development

 Keep informed of current relevant issues, current research and literature findings.

 Provide management support with the coordination of the intake and allocation of new referrals into the service.

**Personal qualities:**

 Ability to develop and motivate individuals and teams

 Ability to build relationships and relate to people on all levels

 Compassionate and enthusiastic

 Understanding of and empathy with the objectives and ethical context of SSFS and the principles of human rights and social justice.