

WSA DUTY STATEMENT

POSITION TITLE: WSA Manager (Full time - 38 hrs/week)

RESPONSIBLE TO: The Women's Shelter Management Committee.

THE ROLE OF WSA MANAGER:

The role of the Manager of Women's Shelter Armidale (WSA) is to oversee and manage all aspects of Women's Shelter Armidale to ensure that it functions in an ethical, effective and efficient manner. This will involve the following broad areas of management:

Funding & Accountability:

1. Faithfully follow all lawful direction given by the WSA Management Committee, to operate at all times in an ethical and legal manner, and to abide by the WSA Code of Conduct and WSA Policies and Protocols.
2. Ensure the Management Committee is informed of matters impacting on the organisation.
3. Monitor WSA electronic data to track compliance with SHS Service Provision standards, as well as identify any inefficiencies or error trends in data input, and prepare a monthly report to the Management Committee on organisational activities and client usage of WSA services.
4. Prepare an annual Service report for presentation to the WSA AGM
5. Facilitate appropriate and effective liaison between the WSA Management Committee and staff, funding bodies, clients and other stakeholders.
6. Ensure the ethical function of WSA, informed by faithful interpretation and adherence to all relevant contracts, undertakings, legislation as well as WSA Policies and Protocols.
7. Develop draft Policies and Protocols to effectively guide the work of WSA.
8. Where the Manager is the WSA Public Officer: Complete and lodge all appropriate forms with the Office of Fair Trading following each AGM.
9. Complete all Funding Applications, Service Accountability Documents and other documents associated with funding grants (i.e. FACS; Department of Sport & Recreation; NSW Department for Women). To also explore and identify additional sources of funding, and potential projects that may enhance WSA's organisational scope.
10. Complete and lodge all paperwork associated with reviews of WSA's status as a Charitable Organisation.
11. Ensure compliance with all funding agreements and accreditation requirements.
12. Complete periodic accreditation review Process for the SHS Community Housing Registrar.

Organisational Safety and Wellbeing:

1. Ensure that WSA is appropriately insured, at all times. Complete and lodge all insurance renewal applications in a timely fashion.
2. Ensure that WSA facilities have appropriate equipment and strategies in place to ensure a high level of security & safety for all persons and property for which the organisation is responsible (e.g. duress alarms, fire safety equipment).

Human Resource Management:

1. Provide Human Resource Management for WSA staff, including staff selection, training (in conjunction with or via the support staff Team Leader), and ongoing supervision and, where necessary, performance management.
2. Ensure that appropriate strategies and resources are in place for Worker Health and Safety.
3. Undertake out-of-hours supervision to On-Call staff; and respond, at short notice, to all organisation challenges. This duty to be shared with support staff Team Leader.
4. Develop and maintain a healthy and mutually supportive team which can undertake the work of WSA as effectively and efficiently as possible.
5. Provide and undertake professional development activities, as appropriate.

Client Service Provision:

1. To ensure that WSA provides a range of high quality support services to women and children who have experienced, or who are at risk of experiencing, homelessness and abuse.
2. Oversee and manage all client services provided by WSA, and to direct the support staff Team Leader as required, to ensure that high quality, client-centred, support services are provided in a competent, ethical and timely manner.
3. Develop and maintain a range of high quality client support programs, reflecting current client need and the priorities of funding bodies and other stakeholders.
4. Provide intervention, where appropriate, when WSA policies are not adhered to by clients.
5. Monitor current research in the field of Domestic Violence, Homelessness, Client Service and related fields and to employ best practice models in all areas of WSA client service.

Assets & Financial Management:

1. Oversee the management of all WSA financial resources and assets.
2. Develop annual WSA budget.
3. Research and undertake all major purchases for WSA, such as vehicle purchase, and oversee minor purchases by Finance Worker and other staff.
4. Oversee and monitor Petty Cash expenditure
5. Manage repairs and alterations to premises, as appropriate.

Organisational Promotion & Communication:

1. Develop information resources for WSA, such as pamphlets and other promotional material, as

well as statements to clients describing Client Rights and other WSA policy.

2. Maintain WSA web-site, updating information as necessary.
3. Ensure that electronic communication devices, and IT resources, are appropriate to the needs of the service and maintained appropriately.
4. Check all incoming mail
5. Coordinate constructive public relations between WSA and the broader community.
6. Attend public and interagency meetings to promote the work of WSA, as appropriate.

MANDATORY SKILLS AND QUALIFICATIONS

- Sound understanding of, and commitment to, appropriate ethical principles.
- Excellent communication skills, both written and oral, and the ability to communicate effectively with Management, Workers and other stakeholders.
- Solid commitments to the eradication of Homelessness and Domestic Violence and to the empowerment of women through support and skills development.
- Sound financial and organisational management skills.
- Demonstrated experience in dealing with issues associated with client service provision, and the needs of complex clients.
- Demonstrated human resource management skills.
- Demonstrated supervisory and leadership abilities.
- Relevant tertiary qualifications
- At least five year's experience in a Manager / Team Leader role.
- Current NSW driver's license
- Telephone connected.