

drummond street services

Manager, Family Services

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| Position Title: | **Manager Family Services – Northern Region** | | | Position Grade: | As approved by HR |
| Department/Division: | **Senior Management - Programs** | | |  | |
| Reporting to: | **General Manager Family Services – Northern Region** | | | | |
| Position summary/purpose: | **Lead the delivery of Family Mental Health and Wellbeing Services in Northern Region (Whittlesea/Wallan and Melbourne North)** | | | | |
| Key Responsibilities | | | | | |
| **Senior Management Team Member** - The Manager, Family Services (Northern Region) will provide operational leadership, in addition to collegiate support across the Northern Region, including active and positive contributions to organisations’ mission, objectives, values and culture and strategic objectives  **Program Management & Service establishment** – In collaboration with the General Manager, implement new programs and services that promote family and child wellbeing across a spectrum of universal and targeted early intervention, treatment and recovery orientated services.  **Service Delivery** – Provide centre based and outreach, prevention and early intervention, 1:1 and group interventions for children, young people and their whole families that address risk and protective factors for the development of mental health problems in children and young people. Ensure compliance to professional practice standards and DS’s policies and procedures.  **Leadership** – Assist with the implementation and management of a range of evidence-informed family-focused services by leading and supporting practice in a cross-disciplinary team environment to achieve positive outcomes for families and children in the regions where we serve. Provision of inspired, supportive supervision through coaching and mentoring with a focus on the development of service outcomes for clients and the quality practice and performance management of staff individually and in teams.  **Quality & Compliance Management** – Ensure contractual and quality standards are met, oversee quality practice of all services, and contractual obligations and deliverables. Completion of high quality reporting and contribute to development of policies, program content. Work within risk management, quality standards and continuous improvement frameworks.  **Community & Interagency relationships –** Initiate, engage and build relationships and partners across a range of sectors to support client outcomes. Represent the organisation to funders, including government, not-for-profit and philanthropic sectors. Contribute to broader sector, policy and evidence base through the development of content and/or contributions to policies and research or advocacy. | | | | | |
| Key Competencies/Skills (no more than 6 of each) | | | Experience Profile (incl Qualifications) (No more than 6) | | |
| Behavioural Competency | | Technical/Functional |  | | |
| Adaptive Leadership Skills  Organisational & Quality Focus  Planning & Implementation  Results Driven & Client Orientated  Promotes productive work practices  Creative, flexible and solution focused  High level of self-awareness, professionalism and social justice values | | High level written and verbal skills  Program & Contract Management  Governance & compliance including risk management, service standards  Line & case supervision  Relationship & Stakeholder Management | Possess a Social Work, Family Therapy or Psychology qualification, along with other training and experience related to management of whole-of-family services.  A minimum of three years Management experience in the family service sector and cross-disciplinary teams.  Demonstrated knowledge and application of therapeutic & supportive approaches for families and specifically children and young people with particular focus on early intervention and preventative family-based interventions.  Strong leadership and alibility to support and develop practice staff.  Ability to contribute to organisation including culture, people, research, best practice and sustainability including income generation. | | |
| Position Dimensions | | | Decision Making Authority | | |
| No. Of FTE: Approximately 5 FTE direct reports  Client base: Northern Region communities, including families, children and broad stakeholder base including other social services, children’s services and mental health systems.  Member of Senior Management team.  Participate in relevant agency partnerships and community stakeholder groups where required. | | | Operational decisions relating to programs and staff in adherence to policies and procedures and within organisational delegations. | | |