

Position title	Executive Manager Child and Family Services	Reference	Refer to Letter of Engagement
Award & Classification	Award: Above Award	Reporting to	Chief Executive Officer
Location	Winnellie	Cost Centre	0060/3410/3400
Section	Executive Management Team	Program	Executive Management Team
Approved	CEO	Date	September 2018

Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

Purpose of the Position

Anglicare NT delivers a broad range of community services across the NT and advocates for social policy improvements across a number of key areas of human service reform. As a member of the Executive Management Team, the Executive Manager Child and Family will effectively manage a range of programs and portfolio responsibilities within Anglicare NT with a focus on services for children and families. Specific program and portfolio responsibilities will be negotiated with the successful candidate.

The suite of programs and responsibilities will be reviewed annually as part of the annual appraisal process.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. Tertiary qualifications in social work, psychology, youth services, social sciences or deemed equivalent experience.
2. Post-graduate qualifications in management, social policy or deemed equivalent experience.
3. Minimum five years-experience in leading and managing a multi-disciplinary team across a broad range of community service programs.
4. A well-developed understanding of child and family services in the Northern Territory context.
5. A record of achievement in leadership and innovation, including the implementation of change management and program improvement initiatives.
6. Substantial experience in preparing tenders, establishing services and exceeding program expectations.
7. Strong analytical and research skills demonstrated ability to analyse service data and lead service evaluation.

8. Highly developed mentoring, coaching and supervision skills and the ability to motivate and influence others in a positive manner.
9. Highly developed written and verbal communication skills, including the ability to represent Anglicare NT at internal/external meetings.
10. Advanced financial management skills.

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

Key Accountabilities and Responsibilities

1. Strategic and Operational Leadership

- Support the Chief Executive Officer in the formulation and implementation of the Anglicare NT strategic plan.
- Ensure staff and teams are operating in accordance with Anglicare NT policy and procedures.
- Manage the operations of workgroups and teams, ensuring that change management and client service issues are given a high priority and the objectives and goals of the Anglicare NT strategic plan are met.
- Manage budgetary processes and ensure expenditures are maintained within approved levels and budgeted income is realised.
- Manage the workforce planning and facilitate staff and team development, establish performance objectives, monitor achievement both at an individual and team level and enhance working relationships.
- Manage communication across service areas, Executive Management and the broader agency, ensuring that appropriate measures are in place to facilitate good communication and feedback.
- Maintain knowledge of industry developments and legislation impacting on the various service types delivered by Anglicare NT and implement changes and improvements to reflect contemporary practice.
- Participate in internal and external committees as requested or approved.
- Undertake research, prepare proposals and discussion documents and develop strategies to improve child and family services, community access, regional development and other strategic objectives.
- Actively develop and maintain effective working relationships with internal and external stakeholders including consumers and carers.

2. Quality and Financial Management

- Actively seek opportunities to secure increased funding for current programs and new funding for new/innovative programs.
- Manage budgetary processes and ensure expenditures are maintained within approved levels and

budgeted income is realised.

- Liaise with funding bodies regularly and ensure contract management milestones and key performance indicators are reported on time and within scope of the relevant contracts.
- Ensure operating budgets for each program are reviewed each month within the agreed timeframes.
- In association with the finance staff, prepare timely and accurate acquittals for funding bodies as required.
- Lead development of annual quality improvement plan, risk management processes, business development activities and preparation for accreditation reviews.

3. Human Resources Management

- Maintain competent personnel committed to the ongoing maintenance and development of a progressive work environment consistent with a quality and innovative service environment.
- Ensure a robust supervision framework for all staff including an integrated internal professional supervision system founded on a combination of individual, peer & group supervision processes; augmented by periodic specialist supervision where required.
- Supervise, coach, advise and develop senior staff within the staff teams in the performance of their duties and carry out performance appraisals of staff directly reporting to the Executive Manager.
- Ensure all staff are compliant with employment standards, clearances (ie current OCHRE cards, criminal history clearances), licenses, mandatory training and registrations.
- Manage the workforce planning and facilitate staff and team development, establish performance objectives, monitor achievement both at an individual and team level whilst supporting the leadership team with building positive working relationships.

4. Communications Interface

- Advise the Chief Executive Officer of any complaints or operational matters that may cause serious risk.
- Ensure that lines of communication are maintained between staff, including staff working in different programs and locations.
- In accordance with the Delegation of Authority, ensure timely and appropriate communication with Anglicare NT's external contacts (such as funding bodies, local politicians, advocacy groups, etc.).

5. Sector Developments and Legislation

- Advise the Chief Executive Officer of any complaints or operational matters that may cause serious risk.
- Participate in Executive Management Team meetings and inter-group forums to ensure an overall knowledge of Anglicare NT's goals and activities and agreed outcomes.

6. Other Duties & Responsibilities

- Undertake other tasks as directed by the Chief Executive Officer within the skills, qualifications, training and experience commensurate with the role.
- Act as an emergency contact as appropriate.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.

- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).