

### POSITION DETAILS

<b>Program / Unit:</b>	Residential Care	<b>Employment Status:</b>	Full Time Fixed Term
<b>Location:</b>	Central Qld	<b>Reports To:</b>	CEO
<b>Classification:</b>	Level 8 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

### PURPOSE OF THE POSITION

The Manager: Residential Care will provide leadership and support to their teams, manage human resources, business performance, quality care governance and contractual compliance and risk management. They will work and develop strong relationships with key stakeholders. The role is also responsible for growing the portfolio and ensuring program sustainability over the short, medium and long term. As this role has a strong leadership focus, a personal commitment and passion for excellence and quality management is essential. This role is perfect for those who strive as a leader and are passionate about working with young people to make the best of their lives.

### POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
<b>Enable quality and effective service delivery</b>	<ul style="list-style-type: none"> <li>• Lead, manage and oversees the Residential Care Services across the geographical locations</li> <li>• Advise and guide program staff to gain and maintain a sound understanding of children and young people's needs based on understanding of trauma, grief and loss, attachment and child development.</li> <li>• Advise and guide program staff to gain and maintain a sound understanding of scope and outcomes required for each service agreement/s.</li> <li>• Contribute to the development of an organisational, integrated approach to service delivery.</li> <li>• Oversee and coordinate mechanisms for participant consultation, feedback and complaints within the portfolio in line with organisational policy.</li> <li>• Manage and oversees sound contracts management, performance and reporting.</li> <li>• Collaborate in the development of a participant engagement strategy and implementation plan contributing to the organisational stakeholder engagement plan.</li> <li>• Lead, develop and maintain AnglicareCQ's organisational accreditation and license with respect to the portfolio and continually improve the quality-of-service delivery to participants, by ensuring that all agreed outcomes are delivered according to Human Services Quality Framework, the Child Protection Regulations (2011) and the Child Protection Act (1999).</li> <li>• Lead, manage and oversee the portfolio to ensure compliance with</li> </ul>

Key Accountabilities	Key Activities
	<p>organisational and sectoral governance and practice frameworks within the scope of the portfolio.</p> <ul style="list-style-type: none"> <li>Oversee internal compliance, auditing and reporting.</li> </ul>
<b>Provide governance support and strategic direction</b>	<ul style="list-style-type: none"> <li>Work collaboratively with the Senior and Extended Teams to develop and sophisticate the strategic direction for the portfolio.</li> <li>Regularly reports to the CEO and relevant stakeholders alerting them to broad sectoral issues as well as specific organisational issues, and promoting ways of responsibly growing AnglicareCQ's the Residential Care portfolio.</li> <li>Oversee the administration of all relevant systems, ensuring quality data entry and that appropriate access levels are implemented.</li> </ul>
<b>Ensure sound financial management of the program</b>	<ul style="list-style-type: none"> <li>Adhere to allocations and expenditure delegation policies and procedures.</li> <li>Undertake program specific business/operational planning and systems, including risk management.</li> <li>Ensure that program funding is responsibly and efficiently managed within the organisational policy framework.</li> <li>Maintain control of income and expenditure of the program funds and manages the financial operations of the portfolio to meet accountability requirements.</li> </ul>
<b>Ensure program sustainability and growth</b>	<ul style="list-style-type: none"> <li>Explore opportunities and makes proposals to the Senior Leadership Team regarding possible additional sources of funding, development of service delivery or partnerships for growing the program and improving outcomes.</li> <li>Prepare funding submissions and tenders.</li> <li>Lead and oversees continuous improvement and the work of the relevant Continuous Improvement Group.</li> <li>Participate in organisational continuous improvement and practice framework implementation.</li> </ul>
<b>Building a high performance team</b>	<ul style="list-style-type: none"> <li>Ensure the implementation of contemporary human resources and industrial relations practices and systems as prescribed by organisational policy.</li> <li>Attract and inspire outstanding staff, and is accountable for the appointment, development, welfare and performance of staff.</li> <li>Ensure the health, safety and environmental well-being of the staff and the organisation.</li> <li>Value the diversity, individual contribution and commitment of staff.</li> <li>Ensure the ongoing professional and personal development of staff.</li> </ul>
<b>Promote the program by building strong internal and external stakeholder relationships</b>	<ul style="list-style-type: none"> <li>Ensure AnglicareCQ's programs and services are consistently presented in a strong and positive light to relevant stakeholders.</li> <li>Build and maintain close liaison with stakeholders particularly relevant government agencies and personnel in order to sustain effective and collaborative working relationships</li> <li>Contribute to the improvement of services for the best possible outcomes for</li> </ul>

Key Accountabilities	Key Activities
	<p>children and young people</p> <ul style="list-style-type: none"><li>• Liaise with the Marketing and Communications area to ensure the promotion of the portfolio, and development of relevant marketing and communications products.</li></ul>

## SELECTION CRITERIA

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### Mandatory Requirement/s:

- A Bachelors Degree in Social or Behavioural Sciences, Social Work or Psychology (or related discipline) or an equivalent combination of education, training and a minimum of 5-years relevant experience at a managerial level.
- Anglicare Central Queensland is working towards being a Child Safe Organisation and is an NDIS registered service provider. It is a requirement to hold a current Blue Card and Yellow card (or Yellow card exemption) *before* commencing employment with us.

### Selection Criteria:

1. Demonstrated experience at a management level in community services, child protection, government relations, funding and growth across a geographically diverse portfolio.
2. A sound knowledge and understanding of Commonwealth, State and Local Government policies, programs, legal and compliance frameworks relevant to child protection services.
3. Contemporary knowledge of principles, practices, theory and philosophies that underpin service delivery approaches towards participant outcomes in the community services and child protection sectors.
4. A high degree of drive, initiative, motivation and outcome orientation with the capacity to think strategically and deal with multiple and often conflicting priorities.
5. Effective written and verbal communication skills with the ability to build and maintain effective internal/ external relationships and to share specialist knowledge and technical skills within a team environment
6. Strong financial capability, including a commitment to producing consistently good financial results within the framework of program and achieving program growth.
7. The ability to build and lead a cohesive team to develop the program in line with the organisation's vision and strategic direction.

## OTHER REQUIREMENTS

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- Must hold a current Queensland Open Driver's licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ's policies and procedures
- Any employment 'suitability checks' (as required for the position).
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).