



Position Title: Senior Manager Residential Services

Team: Residential Care Services

Region: South East

Supervisor: Regional Director

Delegations and Authorities:
In Line with Delegations Policy

Band: (A-F) E

Date Completed: December 2015

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Senior Manager is responsible for the South Eastern Region Residential Services programs. The Senior Manager is a member of the South Eastern Region Senior Management Team and as such plays an important role in providing leadership within the region, input into strategic direction and developing and nurturing partnerships.</p> <p>Berry Street's Residential Care Services offers accommodation and support to children and young people who are referred through the Child Protection system.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these values in all aspects of their work.</p> <p>Integrity: Expect a personal & organisation commitment to honesty</p> <p>Courage: To be the best we can be</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs & aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other & our colleagues to share knowledge, ideas, resources & skills.</p>	<ul style="list-style-type: none"> • The overall management and performance of the Residential Services Programs in the South Eastern Region • Ensuring a high standard of care is provided to the young people. • Program Development and ensuring a quality service is delivered • Staffing the programs, ensuring staff are trained and supported to undertake their roles. • Building and maintaining relationships with stakeholders relevant to the Residential Care Services Program internally and externally of Berry Street.
	REPORTING RELATIONSHIPS
	<p>This full time, ongoing role is based at our Clayton Office and reports to the Regional Director who will provide supervision and review.</p> <p>The Senior Manager Residential Services role has 3 direct reports and provides supervision and review to these roles.</p>

KEY SELECTION CRITERIA

- High level understanding of the Child Protection system and of the needs and demands of children and young people entering the Out of Home Care (OoHC) system to ensure best practice principles of care and support are afforded to the children and young people in our care.
- Sound knowledge of Therapeutic Care principles, especially as they relate to the Victorian OoHC system.
- A demonstrated experience and ability to work within the parameters of the relevant DHHS framework, policy and funding requirements;
- Proven experience and understanding of budget requirements with capacity to manage the operations of a number of residential units

- A proven and demonstrated desire to advocate for improvements in the sector and region that will directly benefit the young people in our care
- Proven experience in team leadership and development, and in the promotion of positive work cultures;
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

DESIREABLE

- Formal qualifications in Management

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Psychology or Community Welfare or a related discipline
- Staff must hold a current and valid WWCC, current drivers licence at all times and undergo a satisfactory Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Program Development	<ul style="list-style-type: none"> • In collaboration with the Regional Director, establish performance frameworks for the services being provided. • Provide direct supervision and support for Team leaders and senior workers, as required. • Participate in Regional and State-wide Forums relating to program areas, and contribute to policy development. • In conjunction with the Regional Director, take financial responsibility for program areas, including the development of annual budgets, and monitoring and review of expenditure. • Ensure that systems are in place which monitor and analyse the program's performance within the context of relevant DHHS funding targets. • Participate in regional strategic planning.
Direct Service Delivery	<ul style="list-style-type: none"> • Ensure a high standard of case management practice for all children young people and families in the sub-programs, and ensure the completion of all individual care/case plans, and the appropriate monitoring and review mechanisms. • Ensure that staff receives development and training according to their needs. • Ensure the provision of high quality services which meet the CSO Registration Standards and are in accordance with Berry Street's Values and Strategic Plan. • Participate in relevant organisational meetings and training as required.
Staffing	<ul style="list-style-type: none"> • Responsible to ensure that the program has appropriately skilled staff who will maintain a high quality of care to the clients entrusted to our care. • Ensure recruitment, assessment and training of volunteer carers is compliant with CSO Registration Standards. • Provide supervision to Team Leaders and other senior staff as required according to Berry Street's Supervision Policy, monitor workloads and provide annual staff appraisals. Provide direct supervision to case managers in the absence of a relevant Team Leader. • Undertake staff performance management as required. • Ensure staff and volunteer carers are receiving supervision, support and professional development in accordance with Berry Street's policies and CSO Registration Standards. • Ensure that staff leave is planned in such a way that adequate staff coverage is maintained.
Administration	<ul style="list-style-type: none"> • Ensure that all relevant administration procedures are adhered to within all components of the Residential Care Program. • Ensure that all statistical data is collected and reports compiled and forwarded to the DHHS, funding bodies in accordance with required timelines. • Be responsible for all local expenditure within the sub-programs. • Provide the Regional Director with a written monthly report, including a monthly analysis of performance against contract targets. • Ensure Time in Lieu and On Call roster is appropriately managed, according to Berry Street's policies and procedures. • Other duties as directed
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.



CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. It is strongly preferred that these hours are worked over a 5 day working week. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at the Clayton office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The salary for this position will be negotiated commensurate with experience. The value of the salary can be increased through salary packaging.
5. This position comes with access to full private use of a Berry Street vehicle.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including three professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify, driver's licence and qualifications.
8. The successful applicant will initially be employed for a probationary period of three months. During this period, either party can terminate employment with one week's notice. A probationary review before three months will be undertaken.
9. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Work office hours with the possibility of extended hours.	Daily
	Work in an open plan office	Regular
	Work in buildings which may be two-storey	Occasional
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Occasional
	Perform 'on call' duties	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Occasional
	Liaise with government, non-government and community organisations	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Occasional
	Facilitate access to specialist, generic and community services	Occasional
	Undertake supervisory, recruitment, training and professional development activities	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical	Occasional