

	Position Title: Senior Manager Residential Services		Team: Residential Care Services		Region: Northern
	Supervisors: Group Operations Manager Out of Home Care	Delegations and Authorities: In Line with Delegations Policy		Band: E	Date Completed: September 2017

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 Northern Region Residential Services programs.</p> <p>The Senior Manager is a member of the Northern 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>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<ul style="list-style-type: none"> • The overall management and performance of the Residential Services Programs in the Northern 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 Eaglemont Office and reports to the Group Operations Manager OOHc 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>

All Berry Street staff are expected to meet the following expectations:

- Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- 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.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.

KEY SELECTION CRITERIA	
<ul style="list-style-type: none">• 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• Demonstrated experience in the community sector, in particular children's services with a child protection involvement• 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;• 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.	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Formal qualifications in Management

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Program Development	<ul style="list-style-type: none"> • In collaboration with the General Operations Manager Out of Home Care, 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 General Operations Manager, 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 care and safety for all children young people in the program, ensure that the care of the young people is in accordance with their care plans and their individual needs • Ensure the completion of all relevant documentation (such as client files, LAC etc.) is maintained and compliant with standards • 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. • Liaise with key stakeholders to ensure the best interests of the child/young person are maintained • Ensure houses are maintained to an acceptable home-like standard for the young people living there
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 that staff receive development and training according to their needs. • Ensure recruitment, assessment and training of 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. • Undertake staff performance management as required. • Ensure all program staff 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 and Other	<ul style="list-style-type: none"> • Ensure that all relevant administration procedures are adhered to within all components of the Residential Care Program. • Participate in relevant organisational meetings and training as required. • 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 General Operations Manager with a written monthly report, including a monthly analysis of performance against contract targets. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position is based on 76 hours per fortnight.
2. You will initially be employed at the Eaglemont 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 five months. During this period, either party can terminate employment with one week's notice. A probationary review before five 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
	Work with clients who may have a physical or sensory disability	Occasional
People Contact	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
	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
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (e.g. 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
	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
Transport	Drive vehicles with possible distractions from client behaviour, verbal or physical	Occasional