

	Position Title: Group Operations Manager – Out Of Home Care		Team: Executive Management Team		Region: Northern
	Supervisors: Regional Director	Delegations and Authorities: In Line with Delegations Policy		Band: E	Date Completed: 8 th March 2018

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>Berry Street’s Northern Region has undergone significant growth in the last three years. To strengthen business development and client related risk management we have developed two new roles, the Group Operations Managers. These roles have strong operational requirements as well as a focus on the development of key programs that are critical to delivery of Berry Street’s Strategic Plan.</p> <p>Both positions have a responsibility for ensuring that a high quality service is delivered to our clients accessing service.</p> <p>The Group Operations Manager – Out of Home Care will oversee programs including Residential Care Services and Home Based Care.</p> <p>The Group Operations Manager is a member of the Regional Management Team and is expected to be able to work both independently and collaboratively.</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>	<p>In conjunction with the Director this position will:</p> <ul style="list-style-type: none"> • Ensure that Berry Street continues to be recognised as a strong and innovative child and family services agency in the region and sector. • Ensure the provision of a range of high quality responsive services through appropriate policy and program development, supervision, support, professional development and staff appraisal systems. • Ensure quality improvements and compliance standards are adhered to for programs that operate within the region.
	REPORTING RELATIONSHIPS
	<p>The role is based in Eaglemont and will require regular travel through the region and other Berry Street sites across Victoria.</p> <p>The Group Operations Manager – Out of home Care will report to the Regional Director and has 2 direct reports.</p>

KEY SELECTION CRITERIA

- Highly developed leadership, management and team development skills.
- Demonstrated capacity and proven experience in program management including direct oversight of a number of diverse sub-programs.
- Significant experience in the child and family services field, experience with statutory clients; a thorough understanding of current issues and awareness of future directions.
- Demonstrated ability to work within the parameters of the relevant DHHS frameworks as they relate to high risk/high needs clients, CSO Registration Standards, policy and funding requirements;
- Excellent time management skills and the ability to manage multiple demands.
- Demonstrated commitment to the provision of high quality services and a culture of continuous learning.
- Excellent interpersonal and communication skills; the ability to liaise and negotiate with funding bodies, other agencies and partnerships; and the capacity to positively promote and represent Berry Street in the community.
- Demonstrated understanding of the Values that underpin the organisation and its culture with capacity to lead and promote these throughout the region.
- Highly developed analytical and conceptual skills with the ability to plan, review and implement quality improvements.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Tertiary qualifications in Social Work or related discipline is essential coupled with relevant experience in a leadership position.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Post Graduate qualification is desirable.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery, Planning and Development	<ul style="list-style-type: none"> • In conjunction with the Director, oversee the development and review of an integrated range of Berry Street services in the Northern Region. • In partnership with the Director, facilitate implementation of regional strategic plans and activities identified in Berry Street's broader Strategic Plan. • In conjunction with Senior Managers, ensure sound service delivery systems, processes and practice policies are in place; identify how policy and practice can be improved; and implement changes and innovations. • Ensure services are compliant with key organisational and funding body standards and requirements, including data collection. • Manage any serious client or staff incidents, including the completion of appropriate reports and debriefing. • Oversee all quality of care investigations at a regional level, providing practice input in to organisation decision making regarding each incident. • Keep abreast of relevant theoretical, legislative and policy developments. • Provide afterhour's crisis response as and when required.
Business Development	<ul style="list-style-type: none"> • Promote Berry Street programs within the region and to the wider community, in line with Berry Street marketing, organisational and regional strategies. • Identify client needs and service gaps; identify opportunities to enhance and extend Berry Street services; and prepare tenders and submissions. • Provide a key focus on the further development to the TCP program, seeking opportunities to increase our footprint in this area.
Human Resources Management	<ul style="list-style-type: none"> • Ensure that appropriately skilled and qualified staff are recruited, inducted, supported and supervised. • Ensure that there are regular opportunities for team building, communication, program and policy development and professional development through team meetings and other means as appropriate. • Ensure staff performance is aligned to Strategic plan and direction for the region.
Networking, Promotion and Community Development	<ul style="list-style-type: none"> • Liaise with key Department of Health & Human Services personnel, other Departments and Local Government about the development of Berry Street services. • Participate in Regional and State-wide Forums relating to program areas, and contribute to policy development. • Liaise with other community agencies in the region and develop appropriate working relationships and alliances.
Financial and Capital Management	<ul style="list-style-type: none"> • In conjunction with the Regional Director, take financial responsibility for program areas, including the development of annual budgets, and monitoring and review of expenditure.
Other	<ul style="list-style-type: none"> • Participate in regional strategic planning, team and other organisation meetings, as appropriate. • Provide monthly reports to the Regional Director and other regular reports as required.

	<ul style="list-style-type: none">• Ensure all regional services and workplaces are respectful of Aboriginal culture; and actively work in partnership with Aboriginal organisations and communities.• 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.• Other duties as directed.
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CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. Any additional hours are included in the remuneration.
2. You will initially be employed at our 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. A competitive salary will be offered for this role. The value of the salary can be increased through salary packaging.
5. This position will include 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 3 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 months will be undertaken.
9. 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.
10. 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.	Regularly
	Work in buildings, which may be two-storey.	Regularly
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasionally
People Contact	Lead and manage staff who may display the full range of emotional expressions	Daily
	Facilitate access to specialist, generic and information and support services.	Daily
	Liaise with government, non-government and community organisations.	Daily
	Undertake supervisory, recruitment, training and staff development activities.	Daily
Administration	Undertake administrative tasks which may include the following: computer work, filing, writing reports, file notes and records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, and video, electronic whiteboards.	Daily
Transport	Use public transport including trains, buses, trams and taxis.	Occasionally
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly