

	Position Title: Senior Manager – Youth & Family Services	Team: Youth & Family Services		Region: Northern
	Supervisor: Group Operations Manager Family Services	Delegations and Authorities: In Line with Delegations Policy	Band: E	Date Completed: 10 th April 2019

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Berry Street's Northern Region Youth and Family Services Programs includes a suite of programs covering youth and family services. They are largely funded by Department of Health & Human Services to provide services to this vulnerable client group.</p> <p>This role forms part of the senior leadership across the Northern region and works collaboratively within a senior management team covering programs and services in Family Violence, Out of Home Care, Residential Care and Administration.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>Lead the provision of high quality service through appropriate policy and program development, ensuring that the program reflects best practice principles.</p> <ul style="list-style-type: none"> • Manage and lead a team of multidisciplinary professionals in areas of adolescent therapeutic support, housing and homelessness programs, family services and evidence based group work. • Engage with internal and external stakeholders, namely other members of the leadership group across programs, DHHS, Family Safety Victoria, NE Child First Alliance, The Orange Door in Heidelberg and other child and family services across the Northern region. • Monitor and manage funding and service agreements, acquitting targets on a monthly basis.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office. It is part of the broader Leadership Team within the Region. This role reports to the Group Operations Manager Family Services who provides supervision and review. The Senior Manager has up to 4 direct reports and is required to provide management, support and supervision to each of these people.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- 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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- 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 practising and promoting self-care strategies.
- Familiarity with relevant legislation, guidelines and regulations and the current political environment and its impact on the community sector.
- Demonstrated skills and experience in identifying and managing risks, providing line management supervision, monitoring performance and promoting a positive work culture.
- Experience in planning, developing, implementing and evaluating programs.
- Demonstrated ability to work as part of a senior management team.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- 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 and capacity to negotiate with a wide range of individuals both professional and volunteers.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in social work, welfare or a related social science.
- Minimum 3 years in management/leadership role in community service.
- 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

- Demonstrated links with key stakeholders within the Northern Metropolitan Region.
- Demonstrated ability to work in a trauma informed way and familiarity with relevant theory.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To ensure that all clients receive high quality case practice • To ensure that the program staff work together and share learnings • To promptly identify and address issues where the delivery of service does not meet the expected standards of Berry Street. • Be willing to work flexible hours as determined by the demands of the position • Ensure that staff are receiving supervision, support and development according to the Berry Street's policy. • To liaise with other program managers in relation to client service delivery as required. • To advocate for and on behalf of our clients with DHHS, FSV and other relevant bodies. • To be an active member and to contribute to the North East Metro Family Services alliance and any other forums or networks associated with service provision or information sharing associated with programs
Administration	<ul style="list-style-type: none"> • To ensure all practices within the program are in accordance with the relative policy of Berry Street. • To ensure that statistical data is collected, forwarded as appropriate in accordance with stipulated timelines. • To provide the Regional Director with a written monthly report in accordance with the policy of Berry Street. • To take responsibility for regular reconciliation brokerage (in conjunction with the Northern Regional Director). • Other duties as directed
Program Development	<ul style="list-style-type: none"> • To take financial responsibility for the programs including (in conjunction with the Group Operations Manager) the development of annual budgets, monitoring and reviews of expenditure. • To ensure that systems are in place which monitor and analyse the program's performance within the context of funding targets and to identify issues relating to these, should they arise. • To fully explore opportunities and develop proposals to grow the services in the interests of enhancing opportunities for our clients • Positively promote the programs within the region as appropriate through public speaking opportunities, forums, networks etc. • Contribute to the development of appropriate policy guidelines and procedures. • To participate in relevant regional and state-wide forums and contribute to policy development and advocacy. • To further develop working relationships with key stakeholders in the interests of enhancing the service. • To develop and maintain links with relevant professional bodies for support and further development of the program. • To liaise with managers from partner agencies.
Other	<ul style="list-style-type: none"> • To take responsibility for the recruitment and induction of staff, including program managers and team leaders, to provide high quality service delivery to clients in the program • To provide supervision to direct reports and ensure that all staff receive regular, quality supervision. • To identify and be responsible for ensuring a high level of professional development for staff and ensure that all staff receives appropriate development and training opportunities

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| | <ul style="list-style-type: none">• To monitor workloads, ensure annual staff appraisals are undertaken and maintain position descriptions within the program.• To ensure that staffs leave is planned in such a way that adequate staff coverage is maintained to continue the provision of high quality services.• To develop working relationships and maintain links with other Berry Street program areas.• To positively promote Berry Street policies and procedures in within program.• 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. |
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CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu in accordance to terms and conditions of the contract of employment.
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 contract of employment, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is in accordance with the contract of employment. The value of the salary can be increased through salary packaging.
5. This position includes an all-inclusive annual motor vehicle allowance of \$10,500 (pro rata) and no other claims for motor vehicle costs can be made to Berry Street. It is expected that the employee's personal vehicle fulfils all work related purposes and, as a result, no work related travel costs or access to pool cars will be provided. Please refer to the Motor Vehicle Policy for further information.
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-employment health 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 3 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.	Occasional
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	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.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Occasional
	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.	Regular
	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.	Regular
	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
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily

Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional