

	<b>Position Title:</b> Program Manager – Triage and Response Hume-Moreland	<b>Team:</b> Northern Domestic and Family Violence Service		<b>Region:</b> Northern <b>Office:</b> Eaglemont
	<b>Supervisor:</b> Senior Manager Northern Domestic and Family Violence Service	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> D <b>Salary:</b> SCHCADS Lv 8 <b>Other:</b> \$10,500pa Motor Vehicle Allowance	<b>Date Completed:</b> June 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></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><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Northern Family &amp; Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system in the Hume-Moreland sub-region. NFDVS provides a range of support services to women and their children who have experienced family violence. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated. The service works from a framework that attempts to promote a woman's sense of self and encourage her own agency (empowerment) and incorporates an understanding of the multi-factorial contributors to the experience of Family Violence by any individual woman.</p> <p>NFDVS also provides a Specialist Family Violence team within The Orange Door (North East Metropolitan Area) as per Recommendations 37 and 38 of the Royal Commission into Family Violence.</p> <p>NFDVS operates within a collaborative &amp; supportive team environment with a strong focus on partnerships with relevant external organisations.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> 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><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Program Manager provides leadership and oversight of specialised triage and response teams in the program. The role includes providing supervision, support and consultation to Team Leaders within these program areas. The Program Manager is a member of the NFDVS Senior Management Team and participates in strategic and program development, including regularly reviewing practices and procedures of the NFDVS.</p> <p>As the revision of the broader program occurs due to FV reforms, structural reporting arrangements may be changed following consultation.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Senior Manager Northern Domestic and Family Violence Service who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent computer skills with the ability to develop systems to support data reporting &amp; monitoring, as well as written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Demonstrated commitment to diversity and inclusion. 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.</li> <li>• Demonstrated understanding of the effects of gendered violence and trauma on women and children and the ability to develop and support direct service delivery that responds effectively, including in crisis, immediate and short-term response work.</li> <li>• Demonstrated understanding of the issues involved in working with women and their children from Indigenous communities (including an understanding of cultural safety and awareness); working with cultural and linguistic diversity (CALD), including cultural safety for children; and understanding of and respect for the needs of children with a disability.</li> <li>• Demonstrated understanding of policy and practice in the welfare sector with strong skills in building partnerships negotiating quality outcomes for women and children affected by family violence, with other Berry Street programs, government and non-government agencies and the community sector.</li> <li>• The ability to work within the senior/leadership team to promote a positive work/team culture that is able to adopt and maintain quality outcomes and develop creative responses to problems, including demonstrated experience in constructively managing worker performance and the supervision, support and leadership of staff.</li> <li>• Demonstrated ability to integrate current knowledge, research and government policy initiatives to strategically develop and support delivery of innovative and quality outcomes for women and children.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology, Welfare or related.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• A qualification in Management.</li> <li>• Experience in managing multiple stakeholders.</li> <li>• Experience in change management.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure the day to day provision of timely responses to women and their children requiring information, support, crisis intervention, advocacy and /or referral to other services.</li> <li>• Support staff to provide high quality practice that is flexible and responsive and consistently employs the principles of best interest for children and women who have experienced family violence.</li> <li>• Participate in forums and consultations as required with Family Safety Victoria.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Support the maintenance of timely accurate statistical data as required by Berry Street and relevant funding bodies.</li> <li>• Attend and facilitate regular team meetings and other forums as required.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Establish effective partnerships with government and non- government agencies to promote and deliver integrated services with quality outcomes for women and children who have experienced family violence. In particular support partnerships with personnel from the relevant Courts, Victoria Police, Child Protection, members of the Integrated Family Services agencies, men’s services, mental health services, Community Health Services, hospitals and other health service providers.</li> <li>• Participate in local, regional and state-wide meetings or networks to advocate regarding the issues confronting women and their children who have experienced family violence in consultation with the leadership team.</li> <li>• Represent and advocate for the program on relevant committees, groups and networks in consultation with the leadership team.</li> <li>• In conjunction with other team members undertake program promotion, presentations and community education and training activities to NFDVS staff and other relevant groups.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required.</li> </ul>

## 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
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	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.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	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
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	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
<b>Transport</b>	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