

	Position Title: Project Manager – Rainbow Tick Accreditation	Team: Enterprise Risk - Organisational Effectiveness		Region: Central Office: Richmond
	Supervisor: Executive Director, Organisational Effectiveness & Senior Manager Enterprise Risk	Delegations and Authorities: In Line with Delegations Policy	Band: D Salary: BM 8.1	Date Completed: September 2019

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. By 2022, we will have advanced our aspiration: together we will courageously change lives and reimagine service systems. We will listen to, and work alongside children, young people and families and our actions will be informed by their views and needs.</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 increased government investment in early intervention and prevention services that enable families to be safe and stay together.</p> <p>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. Our purpose-driven approach will foster a culture of positivity and accountability, and we will engage with our people and service users through new digital channels and innovative approaches.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Service users, staff and stakeholders of Berry Street come from a diverse range of backgrounds and have unique life experiences. These include, but are not limited to: race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs. In particular, Berry Street is committed to ensuring the organisation focuses on the rights and needs of Berry Street staff, carers, volunteers and service users who:</p> <ul style="list-style-type: none"> • are part of the lesbian, gay, bi-sexual, transgender or intersex (LGBTI+) community • have a disability • are of Aboriginal or Torres Strait Islander (ATSI) descent • are from a culturally and linguistically diverse (CALD) background <p>In line with this commitment Berry Street is currently seeking to achieve Rainbow Tick Accreditation. Given the breadth of services provided by Berry Street and dispersed geographical locations, to truly ensure our organisation is LGBTIQ+ inclusive will require substantial review of service provision and practice. Therefore, Berry Street will progress Rainbow Tick Accreditation in two stages, the first stage which has commenced, being for Family Violence Services located in the West and Northern Regions of Berry Street. A self-assessment for Rainbow Tick Accreditation for Family Violence Services is due to be submitted by April 2020.</p> <p>The Senior Project Manager, Rainbow Tick will be responsible for the coordination and project management of a range of activities to ensure lodgement of the self- assessment within the prescribed time-frames.</p>
	PRIMARY OBJECTIVES OF THE ROLE
	<p>The primary objectives of the role are to:</p> <p>Project manage the Family Violence Rainbow Tick Accreditation Process to completion by:</p> <ul style="list-style-type: none"> • Identify key actions required to achieve compliance for Family Violence services with each of the Rainbow Tick Standards. • Work collaboratively with a range of senior leaders and staff throughout the organisation including Family Violence Senior Leadership, North and Western Regional Directors, staff

<p>OUR VALUES</p> <p>We expect all staff to apply these Values in all aspects of their work.</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>within the West and North Family Violence teams and senior staff representing a range of corporate functions.</p> <ul style="list-style-type: none"> • Develop and monitor project plans, coordinating resource and provide support to key stakeholders. • Provide quality and compliance support to ensure Family Violence services and organizational service delivery is in accordance with the requirements of the six quality standards of Rainbow Tick Accreditation. • Facilitate project governance by ensuring accurate and quality reporting, administration of the Project Control Group and implementing quality and control mechanisms. • Manage, coordinate and finalise the rainbow tick self-assessment within specified timelines • Manage and coordinate the quality assessment process by communicating effectively with Quality Innovation Performance (QIP), the Project Control Group, Practice Group and manage the administrative tasks in preparation of quality review • Thought leadership and subject matter expertise influence cultural change that facilitates LGBTI+ inclusive practice and service delivery
	<p>REPORTING RELATIONSHIPS</p> <p>This position will report to the Executive Director, Organisational Effectiveness for Strategic Guidance and to the Senior Manager Enterprise Risk for operational objectives.</p> <p>This position will be based at Central Office with frequent travel to other offices (including regional) as required.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • 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 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. • 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	
<ul style="list-style-type: none"> • 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. • Demonstrated understanding of, and commitment to, the health and wellbeing of Berry Street's communities, particularly LGBTQI+ service users, staff and volunteers. • Proven experience and high-level skills in project management. • Demonstrated experience in co-ordinating and managing audits in health, disability and/or Children/Youth/Family Services • Demonstrated experience in working both within a project team and independently • High level stakeholder management skills and ability to form strong relationships with internal and external stakeholders, including experience in developing new and existing partnerships. • Innovative and agile, experienced in finding new solutions to persistent challenges • High degree of professionalism and judgement with the ability to manage sensitive information • Experience uncovering relevant insights linked to organisational objectives and communicating these to a broad range of audiences • Advanced formatting, presentation and analytical skills 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in project management, social work, psychology, community services or related field • 5+ years' experience managing complex projects with multiple stakeholders to achieve organizational objectives within a community services setting. • 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. 	<ul style="list-style-type: none"> • Previous change management experience • Previous experience and or strong knowledge of the key requirements to achieve Rainbow Tick Accreditation • Lived experience with the LGBTQI+ community

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Project Management	<ul style="list-style-type: none">• Lead and coordinate the implementation of the Family Violence Rainbow Tick Accreditation Action Plan• Coordinate the collection and monitor the completion of relevant data for completion of self-assessment to demonstrate compliance with Rainbow Tick Accreditation Quality Standards• Ensure best practice approach to the implementation and monitoring of the project for completion within prescribed timelines.• Build strong working relationships with internal and external stakeholders to ensure delivery of outcomes against the Family Violence Rainbow Tick Action Plan
Leadership	<ul style="list-style-type: none">• Collaborate with and support the Family Violence Leadership Team and corporate functions to the deliver the identified requirements for achievement of Rainbow Tick Accreditation for Family Violence Services.• Facilitate active participation by services in relevant networks and partnerships that promote and are committed to inclusion and supporting LGBTIQ+ people.• Mentor, support and provide secondary consultation to Family Violence Services and corporate functions on LGBTIQ+ inclusive best practice and project management.
Reporting	<ul style="list-style-type: none">• Responsible for all project related documentation and reporting including project plans, status reports, analysis and presentations• Responsible for the lodgement of data for Accreditation Self-Assessment and Accreditation Audit.
Other	<ul style="list-style-type: none">• Other duties as required.

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.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Occasional
	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.	Regular
	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.	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.	Regular
	Undertake 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.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional