

KEY ASSETS
Operations Manager

Job Title	Operations Manager
Department	New South Wales
Responsible to	Director

Overall Purpose/Aim: To effectively develop, manager and promote the fostering service within the State in line with regulatory requirements and Key Assets Australasia's strategic plan.

Operations Manager Accountabilities

- Be a member of New South Wales Leadership team
- Attend and represent Key Assets New South Wales at external forums, meetings and Community Services' planning meetings
- Act for or deputise for the Director as required
- Attend the agency's fostering panel
- Be responsible for the day-to-day management of the fostering service within the State
- Manage, develop and provide leadership to a social work team in line with the companies objectives
- Be responsible for ensuring that the Social Work activities of the team meet relevant legislative requirements
- Ensure and monitor compliance in relation to Case Plans, Placement Agreements, Foster Carer Reviews, Working with Children checks and ensure medicals are up to date and on file and take appropriate action where shortfalls are identified
- Ensure that all records are maintained at a high standard and in accordance with the agency's policies and procedures, particularly in relation to addressing matching issues
- Chair review and planning meetings
- Ensure End of Placement/Disruption Meetings are completed in accordance with Company procedure
- Ensure that identified training programmes for carers and staff are systematically implemented
- Be prepared to lead on specific projects or initiatives that are in line with the agency business plan
- Take a lead role in the development of service policy and practice guidelines
- Supervise practice leaders, provide practice learning opportunities including supervision and support of students and take a lead in liaising with local Universities.
- Observe and implement, as appropriate, child protection, safe guarding procedures and inform the Director immediately of any child protection, safeguarding concerns or reportable conduct issues
- Monitor and review, with the Director, all aspects of the Social Work service, on a regular basis
- Ensure that high regard is given to each child's social, physical, intellectual, cultural, emotional, religious and racial needs, together with any special needs they may have

Business Management

- Assist with the delivery of the service on budget and in the overall financial performance of the agency
- Assist in managing the agreed annual operational budget and ensure monthly returns
- Convene and chair departmental and team meetings when required
- Ensure that all services are implemented to the highest standard
- Adhere to quality assurance processes as required by the Quality Assurance team and monitor and evaluate services outcomes
- Adhere to the requirements of the Standards for Statutory Out of Home Care
- Participate in the construction and implementation of the agency's business plan
- Advise stakeholders of the agency's complaints procedure and facilitate its use where necessary. To take responsibility, undertake and resolve complaints at an informal stage, if appropriate
- Ensure that work undertaken for the fostering service by independent/casual staff is monitored and evaluated to agency standards
- Contribute to both State and National debates on policies/practice, in relation to children and young people. Ensure the safe protection of children and promotion of their welfare is given absolute priority in all activities and that critical incidents/allegations are recorded, investigated and acted upon appropriately and in keeping with Key Assets and the Department's safeguarding procedures
- Agree safe working practices for staff within the agency
- Meet with the Partnership and Planning Teams/Regional Directors/Manager Client Services to discuss individual packages of care and/or service development opportunities
- Represent Key Assets in a business/commercial capacity and positively promote and publicise its work
- Take a lead in ensuring the on-going commercial viability of the area team
- Have an active role to assist the growth and development of the business by implementing key areas identified in the business plan agreed through supervision
- Assist the Director with all aspects of the service as required, on a regular basis

Staffing Responsibilities

- Directly line manage the Team Managers and any other relevant staff as required
- Undertake regular formal and informal supervision of relevant staff and students as detailed in the supervision agreement and in order to fulfil their responsibilities and meet the expectations of the agency and their profession
- Provide training and development of staff as appropriate
- Ensure the appropriate induction of newly appointed staff is completed
- Liaise directly with HR as appropriate on all staff management issues
- Ensure all team members have a current PDR on file and logged with HR
- Through high quality supervision, monitor and assess employees performance against agreed standards both internally and externally
- Drive and be actively involved in the recruitment and selection of all Social Work staff and other employees in accordance with Equal Opportunities Policies & Procedures
- Ensure the appropriate Induction, development and training, of newly appointed staff is completed particularly in relation to newly qualified Social Workers
- Take appropriate action to raise Social Work standards where performance falls below an acceptable standard

- Assist Social Workers to work through the emotional and personal demands the job places upon them
- Act as, Coach, Mentor and Advisor to any other staff within the agency as necessary

Support and Supervision Foster Carers

- Monitor the continued suitability and competence of Foster Carers ensuring they provide a safe, healthy, nurturing and learning environment for children/young people
- Ensure that carers fully understand the fostering task, competencies to be achieved and the standards expected, including complaints and representation procedures as detailed in Key Assets policies and procedures
- Ensure that levels of support and supervision provided to Foster Carers are appropriate to meet legislative requirements and meets children's welfare and safeguarding needs
- Work in partnership with other professionals and members of the child's network to help identify any needs e.g. respite, additional support, including educational support including contributing to all relevant meetings and any other tasks defined
- Be part and assist in Foster Carer Reviews
- Identify learning and development needs of Foster Carers and recommend action as required
- Attend and/or arrange meetings to support Foster Carers, children and young people.
- Take a lead role in the resolution of any disputes arising between Foster Carers and other professionals
- Support Foster Carers in preparing children and young people for independent or semi-independent living
- Ensure Foster Carers are aware of wider support systems available

Safeguarding Children and Young People

- Ensure, the identification of suitable matched placements for children and young people
- Ensure each child has an accurate and up to date Case Plan on file and that Carers have a copy available for reference
- Work in partnership with the Department to ensure that the child and young person's needs as identified in the Case Plan and placement agreement are met
- Ensure each child has a placement agreement on file and that Carers have a copy available for reference if appropriate
- Ensure that comprehensive case recordings are completed, maintained, monitored and have a signatory to say that they have been read and any resulting actions identified and completed
- Demonstrate and ensure that the team has a sound knowledge of child safeguarding procedures
- Participate in negotiation between Key Assets and the Department to ensure that each child or young person placed is carefully matched with a Foster Carer capable of meeting their needs
- Ensure the follow through of paperwork and procedures in relation to Critical Incidents and Notifiable Events to relevant parties
- Lead or participate in any investigation of abuse or neglect or other critical incidents and conduct practice reviews as needed.
- Ensure the necessary Risk Assessments are completed in line with Key Assets policies and procedures

- Ensure compliance with the Aboriginal Child Placement Principle, wherever possible and consult with the local Aboriginal organisation about placement decisions.
- Attend social, educational and leisure activities relating to the support of children, young people and Foster Carers
- In consultation with Line Manager, ensure that learning and development needs meet the requirements of professional development
- Participate in the Out of Hours duty rota as back up manager when required.
- Ensure that all Foster Carers have an up to date Working with Children check

Administration

- Take responsibility for administration in relation to the Social Work task to include producing documentation as appropriate, reports and case recordings
- Check files, sign off case recordings and other file administration.
- Act as Communication Champions in response to the Communications Strategy and ensure that all staff are well informed, have increased awareness and understanding of issues. Be active and consistent in the endorsement of Key Assets communication aims and objectives
- Employ effective communication methods, be responsible for delivering regular Team Briefings which disseminate corporate directives, key messages and relevant information on major developments by employing responsive and responsible two-way communication methods which encourage discussion and feedback
- Be pro-active in developing and supporting staff to be excellent communicators and to encourage good communication throughout all levels on the organisation, and actively promote a culture of realism, engagement and openness
- Comply with database compliance policies and procedures ensuring that all requirements of the database system are met
- Ensure regular file audits are undertaken and ensure that all Key Assets paperwork is completed and on the electronic file at all times

Health and Safety

- Observe and implement Child Safeguarding Procedures and adhere to safer caring guidelines
- Create and maintain a safe and clean environment
- Ensure that Company Health and Safety policies and procedures are adhered to.

This role will involve travel within New South Wales and interstate or internationally, including overnight stays away from home

Additional Duties

- The post holder will be expected to demonstrate that Key Assets values are at the centre of all they do.
- The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure to comply with Equal Opportunities Policy and Procedure in all employment practices
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal people, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds

- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the State Director/equivalent informed of work in progress and inform the State Director/equivalent immediately of any child protection matter or serious complaint.

It is the nature of work of Key Assets that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

KEY ASSETS - PERSON SPECIFICATION OPERATIONS MANAGER

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

	<i>Essential (E) Desirable (D)</i>	<i>Short listed Criteria</i>	<i>Evidenced</i>
Education/Qualifications			
Hold an Australian Association of Social Workers recognised qualification in Social Work or equivalent.	E	✓	Application Form
Business/Management Qualification	D		Application Form
Experience			
Must have a minimum three years' experience of family placement and/or children's services at a management level.	E	✓	Application Form
At least 5 years' experience in direct work with children/young people in the care system / community	E	✓	Application Form
Evidence of at least 3 years supervisory experience including managing underperformance	E	✓	Application Form /Interview
3 years management experience in a statutory / voluntary child care setting	D		Application Form /Interview
Experience of managing a budget	D	✓	Application Form /Interview
To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office	E		Application Form /Test/ Interview
Knowledge			
A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding good practice and the Safeguarding of children	E		Interview
Good working knowledge of relevant legislation arising from the various Child Protection Legislation and Government initiatives and Agendas across New South Wales	E		Interview
A comprehensive knowledge of all policies and procedures in relation to Safeguarding children	E		Interview

	Essential (E) Desirable (D)	Short listed Criteria	Evidenced
Personal Skills & Abilities			
Ability to communicate at all levels, influence, engage, negotiate mediate and build effective relationships with a wide variety of stakeholders	E		Interview
Excellent interpersonal skills including written and spoken communication skills/presentation skills	E		Interview
Ability to work in a dynamic and responsive environment	E		Interview
Ability to work under pressure and respond to multiple tasks	E		Interview
Ability to allocate and review priorities and meet deadlines	E		Interview
Ability to work as part of a team and work with senior colleagues to influence their performance	E		Interview
Miscellaneous			
A commitment to diversity and social inclusion which includes Aboriginal people, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds	E		Interview
Prepared to be flexible regarding working hours including evening and weekend working	E		Interview
Ability and willingness to travel extensively on a variety of road systems, including extensive travel, and occasional nights away, is required within New South Wales and travel Interstate regularly. Some overseas travel may be required.	E		Interview
Full Current driving licence	E		Interview
A commitment to Equal Opportunities in all work practices	E		Interview
An appreciation and commitment to Health and Safety issues in the workplace	E		Interview

Managers Signature:	
Date:	
Employee Signature:	
Date:	

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.