

## JOB DESCRIPTION

<b>Job Title</b>	<b>State Director</b>
<b>Department</b>	<b>Key Assets Victoria</b>
<b>Responsible to</b>	<b>Managing Director, Australasia</b>
<b>Responsible for (if applicable)</b>	<b>State-wide Operations</b>

**Aim:** The State Director is expected to manage, develop, promote and oversee the delivery of the range of Key Assets Services and Fostering Services for their State. They should set exemplary standards of behaviour and performance, promoting the vision and values of Key Assets and Core Assets and work collaboratively with respect and integrity.

### I) Overall Purpose

- Lead the integration of services provide and deliver proposed strategy to executive team for approval, including:
  - Consideration of customer base and geographical scope of area
  - Organisational design
  - Infrastructure requirements
  - Timescales for change
  - Change management plan
- Develop a local area growth plan which maintains and improves Key Assets as a children's services provider.
- Ensure effective operation of a State based Service that meets the requirements in terms of range and quality to young people and their families with a continued focus on high quality fostering and other service provision to meet the needs of children placed with Key Assets foster carers.
- The operational oversight for the delivery of all activities including delegated responsibility for staff, finances and other resources associated with their area of responsibility.
- Effectively manage the staff team including Recruitment and Placements Manager, Team Manager, Business Support Officer and other key staff as appropriate.
- Develop new opportunities that are in line with government initiatives.
- Effectively engage with all stakeholders and ensure service provision is in line with their needs.
- Develop partnerships locally with both existing and new customers.
- Business Integration.
- Report to Managing Director, CEO and relevant Boards as required.
- Be an active participant and contributor to the Key Assets Leadership Meeting (KALM).

## II) Key Responsibilities

- In conjunction with Senior Management of Key Assets develop a strategy that ensures delivery on the following:
  - Specific placement growth of the State.
  - Carer recruitment and retention.
  - Key Assets Services.
  - Budget performance for turnover and profitability.
- Ensure that the State is fully compliant in all aspects of the legislative requirements, regulatory framework and company policies and procedures.
- Ensure there is a Business Continuity Action Plan in place that is current and has been cascaded to all staff.
- Be fully conversant with all potential business risks and respond to any issues that may emerge.
- Develop and maintain effective relationships with the Department and other relevant national and regional agencies to ensure that Key Assets is recognised as key a provider, partner and contributor to meeting the needs of children and young people.
- Develop and implement a Business Plan that is consistent with the strategic plan, the mission and objectives of Key Assets Australasia and Core Assets Group
- Through the management of the Team Manager and Recruitment and Placements Manager ensure a high quality of provision for looked after children with appropriately approved and matched carers
- Working with the Key Assets team significantly enhance the range of services provided to young people and their families
- Ensure all statutory requirements and functions for the Agency are met according to relevant legislation, Regulations, National and State Standards. Ensure the maintenance of all records specified within the range of applicable Service Standards and Regulations
- Develop and maintain effective relationships with others involved with the direct provision of services to children and young people in the region (e.g. Schools, the youth service, those working in the youth justice system, health authorities).
- Provide leadership in the development of innovative and best practice approaches to engaging and supporting young people to ensure that they achieve and are able to make progress in their lives.
- Develop effective practices to raise standards of organisational performance measured in terms of growth in turnover and profitability.
- Manage effectively all staff resources with due regard to the requirement to balance effectiveness and efficiency.
- Establish & implement a performance review system for all staff in keeping with Key Assets Human Resources policies and procedures.
- Manage risk and to ensure sound compliance with all Health and Safety policies and procedures.

- Provide leadership and support to all staff members for whom they have responsibility

### **III) Business Performance**

- In conjunction with the Managing Director and Chief Executive Officer identify and prioritise business targets and improvement activities.
- Hold full P&L budgetary responsibility for all areas of service delivery.
- Hold full accountability for business and outcomes performance.
- Evaluate performance data and analysis to raise awareness and understanding of performance and improvement opportunities across all service delivery.
- Contribute to the development and implementation of the business planning process into local management teams and project teams to ensure that all managers have clear, measurable and realistic plans and targets and set out the requirements for them to achieve it.
- Measure and report on progress, business deliverables and resulting benefits.
- Drive change across area to deliver consistent approaches and results for initiatives, which could include:
  - Changes to business processes and practice.
  - Revision of structures and job descriptions.
  - Training and development to ensure that staff have the right skills and demonstrate behaviours appropriate to their role.
- Develop and demonstrate exemplary knowledge management, analysis, business improvement and change and project management skills.
- Ensure services are delivered and the Agency is managed in accordance with relevant government agendas and frameworks and all statutory requirements.

### **IV) Communication**

- Convene meetings as required to ensure effective communication between all managers and staff in regard to the work of the area and that business objectives and targets are met
- To 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.
- To be pro-active in sharing information across all the staff and companies

### **V) Personal Accountabilities**

- Work to deadlines and respond in a flexible way to the changing demands of the company strategy and business plan
- Ensure that all stakeholders are responded to promptly and professionally.

- Maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material is stored in a locked room.
- Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.
- Be aware of and adhere to policies and procedures which are appropriate to the position.
- Be aware of equal opportunities issues and to work positively towards anti discriminatory and anti racist practice.

#### **VI) Safety of Children and Young People**

- Work to all company Safety Policies and Procedures to ensure the wellbeing and safeguarding of the young people.
- Follow all staff recruitment procedures in order to ensure the safe recruitment of staff working directly to young people.
- Oversee the risk assessment of all activities and venues involving young people and staff.

#### **VII) Additional Duties**

- To undertake such other duties as may from time to time be required to ensure the effective and efficient operation of Key Assets.
- The post holder will be expected to undertake State, interstate and possible international travel.
- 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 ensure that Health and Safety is observed in the course of employment.
- 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 comply with the no smoking policy in place.
- The post holder will be required to undergo a criminal history check.
- The post holder will be expected to demonstrate that the Company *Values* are at the centre of all they do.
- 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
- Ensuring compliance with safety procedures, throughout all work within the Company, keeping the COO and CEO informed of work in progress and informs the COO and CEO immediately of any child protection matter, significant risk 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 have to be undertaken.

## PERSON SPECIFICATION

### State Director

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.

**Key:**      Assessed by Application Form:      **A**  
                  Assessed at Interview:                    **I**  
                  Assessed by Test/ Exercise                **T**  
                  Assessed by Documentary Evidence       **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Hold a degree or an equivalent level of qualification, preferably in Social Work or other Human Services related field</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>Hold an advanced professional qualification relating to management</li> </ul>	Desirable		✓			✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Substantial experience of working as a manager and practitioner in a social work or similar or related setting with young people experiencing significant social disadvantage</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience of working directly with senior staff in other organisations</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Experience of working at a management level in a target, outcome driven service delivery environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Experience of managing within a complex organisational setting and involving at least the leadership of a team and the management of financial and other resources</li> </ul>	Essential		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>Good working knowledge of relevant legislation arising from the various Child Protection Legislation and Government initiatives and Agendas across the relevant State</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>A sound knowledge of Child Protection Procedures</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of the growth and development of children</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Understanding of the importance of a complaints procedure</li> </ul>	Essential			✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate effectively with people at all levels</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Effective in the management of business operations including performance management</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Effective in the ability to develop and implement strategic change</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>To be able to evidence an understanding of the use of IT and electronic communications including Microsoft Office Applications; Word, Excel, Access, Visio and email</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Demonstrate initiative and creativity and work to quality standards</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>Ability to work under minimal supervision, to make decisions and act on own initiative</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work as part of a multi disciplinary team</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility and dependability</li> </ul>	Essential			✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential			✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and Health and Safety in all work practices</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel extensively on a variety of road systems, including occasionally residing away from home when needed or necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including occasional out of hours work</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full driving licence (*a Company car will be provided for this role)</li> </ul>	Essential			✓		✓
<ul style="list-style-type: none"> <li>Willingness to undertake a relevant Police History Check</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	