

POSITION DESCRIPTION

Program Manager

SERVICE STREAM	Family Services
LOCATION	Greater Ipswich
CLASSIFICATION	Level 8 - Mercy Family Services Enterprise Agreement.
APPLICABLE SERVICE/S	Connected Families Assessment and Service Connect Lowood Hub
REPORTING RELATIONSHIP/S	Regional Director

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This role is responsible for contributing to the overall leadership and management of delegated MCS services; delivering consistent implementation of best practice strategies to ensure the needs of children, young people and adults are met, giving them the opportunity to reach their full potential.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients/carers in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients/carers and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients/carers by role modelling expected behaviours. • Oversee the assessment and actioning of referrals for all services to ensure that access is fair and equitable and meets service procedures, service agreements, accreditation requirements and other relevant protocols. • Provide specialist casework advice and make appropriate case work decisions, including after-hours support to staff.

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	<ul style="list-style-type: none"> • Effectively role model resilience and holistic care in line with the Model of Practice. • Maintain and demonstrate accountability for resources within the programs, including staffing, physical resources and monetary resources in line with MCS delegations of authority. • Proactively establish and maintain a professional and effective working relationship with the Department of Communities, Child Safety and Disabilities Services and other government or non-government agencies. • Participate in local area support groups, attend Regional meetings, forums and interagency meetings as agreed in consultation with your line manager. • Actively seek feedback from clients, funding bodies and other relevant stakeholders in order to engage in continuous improvement practices to ensure the continued provision of high quality services. • In consultation with your line manager, assist the Senior Operations Manager to respond to, and effectively resolve carer/client/stakeholder complaints promptly and in line with organisational requirements. • Accurately collate data and prepare reporting against service agreements, other reports required by funding bodies or your line manager, and submit these reports within required timeframes. • Support further program growth and funding opportunities as required by your line manager. • Oversee the effective management of critical and non-critical incidents in line with organisation and legislative requirements. • Lead/contribute to key projects which achieve successful outcomes in line with organisational objectives and processes within set timeframes. • Provide direct services for clients when necessary. • Prioritise and manage tasks to ensure all client and program needs are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
<p>3. Leadership</p>	<ul style="list-style-type: none"> • Provide effective leadership and program management to ensure high quality service delivery, as per the specifications, requirements and performance indicators defined within the service agreement, relevant models of practice and any other relevant program and / or organisational governance documentation in order to effectively respond to client need. • Lead, mentor, support and supervise staff and role model Mercy Community Services values and frameworks. • Perform day-to-day and formal evidenced-based supervision for direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Ensure attendance and completion of required training for direct reports and oversee this process for all indirect reports, as required by organisational

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	<p>procedures.</p> <ul style="list-style-type: none"> • Facilitate the professional development and performance appraisal of direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Participate in the recruitment and selection processes for all program vacancies in line with organisational procedures. • Ensure employees obtain and/or maintain all required personal history checks and an unrestricted Queensland Driver Licences, in line with organisational and legislative requirements. • Facilitate effective induction processes, including probation review process and training for all direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Conduct regular staff meetings in line with MCS requirements. • Participate in conducting counselling and discipline processes in consultation with the Senior Operations Manager and Human Resources.
<p>4. Documentation, Quality Systems & Continuous Improvement</p>	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
<p>5. Work Health & Safety</p>	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and

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	<ul style="list-style-type: none"> • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
6. Other Duties	<ul style="list-style-type: none"> • Provide rostered after hours on-call support, in line with organisational procedures. • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Tertiary qualifications in Social Work, Behavioural Sciences, Psychology or relevant discipline.
- Minimum 2 years' leadership experience within a social welfare context including, team supervision, financial management and conflict resolution.
- Significant experience in providing assessment and intervention services for children, young people and families subject to statutory involvement.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

Beneficial to have

- A tertiary qualification in management.
- Certificate IV Training & Assessment.
- Experience in the recruitment, training, assessment, support and monitoring of foster and kinship carers.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

KEY SELECTION CRITERIA

1.	Highly developed understanding of statutory child protection processes, including a sound knowledge of, and sensitivity to, the range of issues impacting upon vulnerable families and presentations likely to be encountered in children and young people who have experienced significant trauma.
2.	A well-developed professional therapeutic practice framework for working with families, children and young people subject to statutory involvement, in order to facilitate positive change within families to enhance the safety and wellbeing of children and young people, including highly developed evidenced-based risk assessment skills.
3.	Excellent communication skills (written and verbal) and highly developed interpersonal skills,

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	including networking, high level problem solving and conflict resolutions skills.
4.	Demonstrated ability to produce clear, organised case notes and reports that evidence sound theoretical understandings, within a structured management and accountability framework with strict confidentiality considerations.
5.	Ability to balance and prioritise various client engagement, staff support and administrative requirements to meet deadlines and/or timely outcome requirements, and engage proactively with all stakeholders.
6.	Proven ability to effectively monitor, manage and support program staff through a highly developed supervision framework, performance appraisals, consistent and relevant feedback, and professional development opportunities.
7.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

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