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| **POSITION DESCRIPTION** | |
| **Position Title:** | Group Manager, Children & Families (CAF) |
| **Service/Facility/Department:** | Services |
| **Direct Reports:** | Managers, Service |
| **Key Relationships:** | **Internal:** Executive Leadership team, Anglicare managers and team members, CAD teams |
| **External:** Government agencies and other regulatory bodies; service providers; Anglicare Australia and other network groups; clients and their family members |

**Position Statement / Overall Purpose**

The overall purpose of the Group Manager, CAFis to provide leadership to the Service Managers of Children & Families services and collaborate with other Group Managers to improve services for clients and service users, enhance customer experience, and implement systems and strategies to connect service groups. The Group Manager, CAF will also develop and grow the programs and promote relationships with stakeholders, such as funding bodies, and network groups.

The Group Manager, CAF will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card
* Current Licenced Care Service (LCS)
* Current Queensland Driver Licence
* The ability to meet the requirements of a Key Personnel Check for the purposes of the Aged Care Act (1997)
* Professional Registration
* Degree in Social Work, Human Services or a related field
* Post-graduate qualification in one of the above areas
* Qualifications or significant practical experience in Business Management
* Ability and willingness to travel within the service region

**Key Selection Criteria**

* Extensive operational experience within the child protection and youth services, mental health, family support initiatives and managing multiple programs across a large geographic area
* A deep knowledge of community services and the current emerging trends & changes within the Australian and international environment
* Demonstrated management experience and leadership skills, including the ability to motivate, empower, coach, give and accept direction and lead change with compassion and thoughtfulness
* Well-developed business development skills, with evidence of proactively growing Services
* Exceptional written and verbal communication skills; able to build effective and collaborative relationships with community partners and stakeholders
* Experience in managing financial performance and sustainability of multiple programs
* Demonstrated experience in managing and mitigating high level complex risk with the ability to be innovative, challenge existing practices and achieve best practice outcomes
* Passionate about Anglicare’s vision and ability to promote the same

**Key Accountabilities and Responsibilities**

1. **Accountability: Strategic planning, service enablement and business development**

***Participate in planning processes, ongoing evaluations and business growth opportunities***

**Responsibilities:**

* Participate in strategic planning processes; put forward innovative ideas, challenge existing practices and provide advice as required
* Review new and existing processes, resources and systems, and make changes as required
* Execute client engagement strategy and enhance services based on feedback
* Identify new opportunities to grow services and funding in line with the strategic plan; participate in funding submission and application processes
* Be responsive to changes and innovation within the industry and grow the business
* Maintain professional and productive relationships with all stakeholders

1. **Accountability: Strategic and operational leadership**

***Provide leadership, guidance and mentoring to the team***

**Responsibilities:**

* Provide strategic leadership and support to Service Managers in the areas of service delivery; client-centred culture development; management of human resources; business performance and financial management; quality care governance; quality system compliance, contractual compliance and risk management
* Ensure managers understand the organisational direction and how they contribute; and that services operate within the mission and values of Anglicare
* Provide effective leadership with a participative and consultative management style
* Lead, coach, develop, recruit and retain managers, developing strategic analysis, planning, program budgeting and values driven leadership
* Embed a culture of embracing innovative change that enables dynamic service integration
* Oversee and ensure that service delivery meets funding body contractual obligations

1. **Accountability: Service promotion and connectedness**

***Develop and maintain relationships with stakeholders***

**Responsibilities:**

* Ensure expert understanding of industry, competitor and market trends
* Seek opportunities to raise awareness of and connect with other services across Anglicare
* Work collaboratively to identify opportunities to grow and deliver services and ensure seamless client engagement
* Identify partnering opportunities with other services to address organisational challenges and share staffing resources

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.