



Service Manager

Position Description

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Position Title	Service Manager	Email: vinnies@vinnies.org.au Website: www.vinnies.org.au Donation Hotline: 13 18 12
Responsible Council	Parramatta Central Council	
Reports To	Executive Officer Parramatta Central Council	
Base Location	The Caroline Chisholm Centre for Social Justice, Mount Druitt	
Primary position objective	The Service Manager will be responsible for the strategic leadership and effective management of the Centre, ensuring that all services are provided within the strategic direction of PCC and the philosophy of the St Vincent de Paul Society.	

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Service Overview

The Caroline Chisholm Centre for Social Justice (the Centre) provides emergency relief assistance to people experiencing various forms of disadvantage and social injustice. In addition to responding to immediate and urgent need, the centre provides social work and counselling support, financial inclusion programs, education, employment skills and life skills programs to assist people in need address the causes of their disadvantage.

Duties and Responsibilities

The Service Manager is responsible for the growth and strategic direction of CCC in light with Society requirements and all aspects of the effective and efficient day-to-day operations, including but not limited to:

Innovative Leadership:

Develop, recommend and deliver a strategic plan for CCC, in consultation with the Executive Officer, including sustainable programs which meet the needs of the local community and which are innovative and targeted.

Evaluate and report on all aspects of the service and and continuous improvement.

Client Services

The Service Manager is responsible for the overall care and support of the clients who access the Service, ensuring that systems and practices of assessment and referral are proactive and effective in line with current service delivery models of the Society.

The Service Manager is required to ensure that best practice client service is provided and that all service provision meets benchmarks, objectives and/or standards set by the Society and/or external agencies. This requirement extends to all areas of the Service Manager's responsibilities.

Administration

The Service Manager is responsible for the financial management of the service, development of the annual budget and subsequent monitoring to ensure the viability of the service, including ensuring operation of the service is within approved budgetary guidelines.

It is expected that the Service Manager will identify any potential funding streams and, in consultation with the Executive Officer, identify and pursue these opportunities to maximise the capacity of the service to meet client needs.

The Service Manager is required to implement and maintain organisational systems which ensure that appropriate statistical data is collected as required by funding bodies and the Society's requirements. Appropriate reports as required will be comprehensive, risk assessed, of a high standard and submitted in a timely manner.

The Service Manager will oversight all administrative tasks including, but not limited to, staff and volunteer management, client services and programs, training and development, relationships and promotion, communications and site management.

Policies and Procedures

The Service Manager is responsible to ensure that the Society's policies and procedures are implemented in the service environment and that specific service policies and procedures comply with these. Service Policies and Procedures are required to be current, regularly reviewed and in line with best practice guidelines.

Environment

The Service Manager is responsible for maintaining a safe work environment in compliance with the Work Health and Safety standards as expressed in the Work Health and Safety Act 2011. The physical environment of the service is to be of a high standard of cleanliness and aesthetic appearance, providing the clients with a warm and welcoming environment.

Staff Management

The Service Manager is responsible for the general day-to-day management of the human resources within the service (including volunteers), in compliance with relevant Awards, Agreements and Society policies and procedures. This includes building and maintaining an inclusive, engaging team culture for both staff and volunteers.

Society and Community Partnerships and Networks

The Service Manager is required to establish and maintain strong networks with government agencies, community groups and service providers connected to the service. The Service Manager will also actively promote the service and be involved from time to time in service related events and promotion.

The Service Manager is a member of the PCC Senior Leadership Team which works with the Executive Officer collaboratively in relation to all activities within PCC. The Service Manager will also work closely with conference members and key staff at State level as required by the Executive Officer from time to time. There will be out of hours and weekend work from time to time.

Essential Criteria

- Tertiary qualifications in social welfare/social sciences or related discipline
- Demonstrated experience in establishing and oversight of best practice client support programs and service delivery practices.
- A commitment to high standards of client service provision and viable service operation
- Demonstrated experience and skills in all aspects of management of service operations, including budgeting and financial management, staff management and compliance issues.
- Demonstrated conflict resolution skills
- Highly developed written and oral communications skills including ability to engage with a variety of internal and external stakeholders
- Awareness and understanding of the Work Health and Safety legislation and a commitment to promoting safe work practices.
- Competency in using the MS Office suite of programs including MS Word, Excel and Outlook
- Current drivers licence
- Commitment to promoting and adhering to the Mission and Ethos of the Society

Desired Skills

- Understanding of the issues of social disadvantage in Western Sydney and adjacent areas.
- Understanding of the human service delivery system in Western Sydney and adjacent areas.
- Experience in the area of Community Development.
- Experience in working in communities with large indigenous and CALD populations
- Volunteer Management experience.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer.