



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position:	Manager Community Services (Skills, Employment and Health)
EFT:	Full time, Three-year fixed term contract
Reports to:	Head of Community Services
Role Purpose:	<p>The purpose of the Manager Community Services (Skills, Employment and Health) role is to ensure women are equipped with the skills and confidence to enable independence and quality of life potential.</p> <p>Reporting to the Head of Community Services, the Manager Community Services (Skills, Employment and Health) is one of two manager roles (the other being Manager Community services (Accommodation, Support and Children), that are responsible for front-line provision of McAuley’s integrated and connected services to women and children. These manager roles are each responsible for ensuring a woman and children are at the centre of their support, for co-design and delivery of the programs they need and want.</p> <p>The Manager Community Services (Skills, Employment and Health) is specifically responsible for leading McAuley’s Skills, Employment and Health services ensuring these are integrated with our Accommodation and Support services. In collaboration with the head of Community Services, the role is expected to drive an ‘<i>engage to co-create approach</i>’ where direct interaction with women and children informs the types of programs McAuley develops and delivers.</p> <p>With a small team encompassing employees, partners, and volunteers, the Manager Community Services (Skills, Employment and Health) will lead and oversee:</p> <ul style="list-style-type: none">• <i>Skills and Employment</i> – Skills 4 Life; McAuley Works; Onsite financial and legal case work.• <i>Health</i> - Physical and mental health support through onsite nursing and psychology services; provision of specialist family violence resource to several Psychiatric and Recovery Centres (PARC). <p>The Manager Community Services (Skills, Employment and Health) will also participate in considerations of McAuley becoming an NDIS provider.</p>

Internal Relationships:	<p>The Manager Community Services (Skills, Employment and Health) will work closely with:</p> <ul style="list-style-type: none"> • Head of Community Services • Manager Community Services (Accommodation, Support and Children) • Community Services Team Leaders, Case Mangers, Residential Support Workers • Corporate Services (Finance, HR, Facilities) • Employee Relations Lead • Head of Advocacy, Marketing and Fundraising • Volunteers
External Relationships:	<p>The Manager Community Services (Skills, Employment and Health) is required to build on and maintain the established partnerships to deliver Skills, Employment and Health support including:</p> <ul style="list-style-type: none"> • Sisters of St John of God • WEstjustice • JVEN • Bolton Clark • Wellways • North West Primary Health Network <p>The role is also required to build and maintain relationships with key external stakeholders, and more broadly within the sector with a focus on Family Violence, Homelessness Service and Mental Health sectors.</p>
Remuneration:	<p><i>Social, Community, Home Care and Disability Services Industry Award 2010, (SCHADS) Level 8</i></p> <p>Pay point negotiated commensurate with experience. Salary packaging available.</p>
Location Base:	<p>Western Suburbs with occasional travel to Ballarat.</p>

ORGANSIATIONAL OVERVIEW	
Service	<p>McAuley Community Services for Women, is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea:</p> <ul style="list-style-type: none"> • Family Violence (McAuley Care Program) A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988. • Homelessness (McAuley House Program) A medium term community accommodation for women who have experienced homelessness and mental illness, established in 1986. • Employment (McAuley Works Program) An innovative program designed to assist women to re-enter/enter the workforce after experiencing homelessness and/or family violence.
Mission	<p>Creating a world that enables women and children to participate in a society on their own terms through innovative services, advocacy, and a caring community...so violence and homelessness can be eradicated. Our mission is to enable women and children to participate in society on their own terms through innovative services, advocacy and a caring community. We focus on the whole woman, acknowledging their choices, her agency and her capacity to rebuild. We focus on empowering the woman to live a life she desires. We do this by providing innovative solutions in housing, employment, education, and life skills. We do this through our advocacy, informed by our insights from integrated service delivery to advocate for change and raise awareness of the impact of women's homelessness. We do through creating a community, connecting women, reducing isolation and mitigating against future risk.</p>
Vision	<p>Women and children are safe, supported and empowered to achieve their highest potential... All home safely. At McAuley, our vision is for a world where women are safe, supported and empowered to achieve their highest potential. To us, it is not enough that women and children are not at immediate risk of harm. Our vision – encompassed in our tag line of <i>All home safely</i> – is that women and children are safe to remain at home or return home. We recognise that McAuley is both a haven and a restorative facility. Our vision is ultimately, to live in a world where violence and homelessness are eradicated.</p>
Values	<p>Community – Women and children coming to McAuley feel that they belong and have the confidence to join other communities</p> <p>Compassion – McAuley will respect where women and children come from, and that they will be heard and listened to with dignity</p> <p>Hospitality – Everyone is met at McAuley as an equal and made to feel at home when they are there.</p> <p>Justice – Women and children have the right to live at home safely and free of fear</p> <p>As a Mercy organisation, we are stewards of, and witness to, the inspiration of Catherine McAuley in our contemporary Australian setting.</p>

CORE COMPETENCIES	EXPECTATIONS
1. Seeing the Big Picture	1.1 Understands how own role supports organisational vision, values and goals 1.2 Knowledge of full range of McAuley Services and Programs 1.3 Knowledge of homelessness and family violence sector 1.4 Participates in Continuous Improvement for sustainable outcomes
2. Client Focus	2.1 Contributes to continuity of care 2.2 Provides high quality integrated services and programs 2.3 Co-operates with others across and outside the organisation 2.4 Ensures compliance through policies and procedures to minimise risk
3. Engaging People	3.1 Communicates with clarity, conviction and respect 3.2 Contributes to integrative teamwork and/or Leadership 3.3 Values input and contribution from others 3.4 Builds strong networks and collaborative partnerships
4. Reflective Practice	4.1 Effectively manages self and priorities to carry out assigned work safely 4.2 Participates in regular supervision and team meetings using a strengths-based approach 4.3 Reflects on own strengths and areas for development 4.4 Seeks and provides evidence-based feedback

ROLE SPECIFIC COMPETENCIES	EXPECTATIONS
Service provision, integration, and improvement	<ul style="list-style-type: none"> • Embody McAuley’s vision and strategic direction through the highest quality delivery of front-line services. • Plan and implement the Skills & Employment and Health programs, including input from women and children, and manage program operations to meet McAuley’s high standards and its contractual obligations. • Foster best practise and/or identify service delivery improvements including gaps in service provision and/or provider relationships and initiate change proposals. • Raise any ideas for improving operational planning and management with the Head of Community Services
Facilitate and optimise existing partnerships	<ul style="list-style-type: none"> • Facilitate and oversee existing partner relationships to ensure the programs are operating optimally to best support women. • Ensure connections with referral agencies and networks are maintained and developed. • Facilitate and/or participate in networking opportunities with existing or potential partnership organisations.
Program reporting and evaluation	<ul style="list-style-type: none"> • Update the Head of Community Services on financial performance and or financial issues, data trends/insights, and client and staff opportunities/concerns. • Oversee the data collection and reporting of outcomes/activity for all Skills & Employment and Health programs to meet government and contractual requirements • Monitor and evaluate the quality of outcomes.
Program development and innovation	<ul style="list-style-type: none"> • Drive an ‘engage to co-create approach’ where direct interaction with women and children informs the types of programs McAuley develops and the timetable for their delivery and that these are sometimes fun, creative, nurturing • Innovate to develop existing programs, as well as ‘seed’ ideas for new programs that could further McAuley’s strategic vision.
Team leadership	<ul style="list-style-type: none"> • Nurture a positive team culture reflective of McAuley’s vision, mission and values and facilitate ways to strengthen communication, teamwork, learning and continuity of care. • Role model a collaborative culture between teams, consistent with McAuley’s values. • Manage the intersection of the Skills 4 Life program and the volunteer workforce. • Develop staff competency in program operations, program development and cultural diversity. • Provide team members with individual supervision, support, feedback and strengths-based reflective practice. Support team members in their understanding of the complexity of family violence and homelessness and to build their personal resilience to deal with complex issues.

ROLE SPECIFIC COMPETENCIES	EXPECTATIONS
	<ul style="list-style-type: none"> Identify and act on early signs of vicarious trauma and inform the Head of Community Services.
Stakeholder engagement	<ul style="list-style-type: none"> Work with the Head of Community Services to develop potential future partnerships that could offer improved support to clients and raise the profile of McAuley. Explore opportunities to collaborate with organisations that have similar values to McAuley. Participate in external networking to expand knowledge of and relationships across the sector and to raise McAuley's external profile.
Quality Improvement	<ul style="list-style-type: none"> Ensure staff provide accurate record keeping, including case notes, completed forms and reports according to program guidelines, and agency registration obligations. Ensure monthly reconciliation is prepared for all incoming and outgoing finances (within budget).
Compliance, Risk Management and OH&S	<ul style="list-style-type: none"> Coach staff to identify and respond to incidents and concerns using appropriate reporting frameworks. Develop staff competency in risk management and compliance. Contribute actively to a safe workplace by ensuring all safety issues are reported and documented appropriately. Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, community, employees and visitors. Ensure service policies and procedures are followed and understood by all staff according to the risk management framework.
Financial Management	<ul style="list-style-type: none"> Manage expenditure of allocated budget. Ensure sound record keeping, accounting procedures and reporting requirements are followed. Communicate any budget variances or requests to the Head of Community Services in a timely manner.
Self Management	<ul style="list-style-type: none"> Maintains composure Manages stress Prioritisation Participates in regular supervision

KEY SELECTION CRITERIA

Essential Requirements - *Please address each of these in your application*

1. Tertiary qualification in community development, social work, or related field.
2. Experience in engaging with women and children to co-create programs they need and want to support wellbeing, skill development and employment pathways.
3. Experience in program management/delivery and service integration, preferably in the family violence, mental health and/or homelessness sectors.
4. Experience in facilitating and optimising partnerships as part of providing connected and integrated services and in creating an inclusive culture for a multidisciplinary team of specialist employees/partners and volunteers.
5. An understanding of, and commitment to, the operations of McAuley Community Services for Women and alignment with its philosophy and core values.
6. Experience in facilitating staff supervision, within strengths-based approach and trauma informed practice frameworks.
7. Significant experience and/or capabilities in establishing and maintaining stakeholder relationships and partnerships, and in ensuring compliance with service agreements/funding contracts.
8. Highly developed communication skills with clients and colleagues, including those from diverse cultural backgrounds.
9. Experience in risk management including client and staff safety, confidentiality, duty of care, mandatory reporting, according to relevant legislation.

Preferred Requirements

1. Tertiary or professional qualification in management and/or leadership.
2. Experience maintaining program data on a relevant computer-based program or database e.g. SHIP.
3. Proficiency in Microsoft Office suite.
4. Knowledge of the Family Violence Protection Act 2008 and the Multi Agency Risk Assessment and Management Framework (MARAM).

CONDITIONS OF EMPLOYMENT

This position is offered on a probationary period of 6 months in accordance with the Fair Work Act 2010. This period may be subject to extension for up to a further 3 months subject to an agreed work performance plan that encompasses and measures, but is not limited to the following:

- Demonstrating a commitment to McAuley Community Services for Women’s Code of Conduct and Values.
- Demonstrating an ability to meet the expected standards of performance and competencies in relation to the requirement of the position description.
- Monthly supervision will be required, and an Annual Performance review will take place 12 months post commencement date.
- This position description may be updated annually or as required in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- The following are required: Current Victorian Driver’s Licence; National Name Check and Working with Children Check.
- Tertiary in Community Development, Social Work or a related discipline.
- All McAuley Community Services for Women’s employees are required to:
 - Comply with all McAuley Community Services for Women’s policies and procedures
 - Comply with all Occupational Health and Safety legislation and regulation
 - Comply with all other Commonwealth and State legislation relevant to the organisation
 - Uphold and enhance the reputation of McAuley Community Services for Women
- Maintain the highest standards of integrity and behaviour in line with McAuley Community Services for Women’s Code of Conduct and undertake identified training and professional development activities/programs.

Position Description Acknowledgement

I have received, reviewed and fully understand the job description for Manager Community Services (Skills & Employment and Health). I further understand that I am responsible for the satisfactory execution of the essential functions described therein. This position description will be reviewed annually or as required.

Employee Name _____

Date _____

Employee Signature _____

Date _____