

Position Description:

General Manager Service Delivery

1. General Information

Position title:	General Manager Service Delivery
Department:	Client Services
Position Reports to:	CEO
Classification:	SCHADS Level 8 (Negotiable) Plus 9.5% superannuation and access to salary packaging
Job status:	Permanent
Location:	Nth Croydon
Number of direct reports:	2
Probationary period	6 months
Legislative Requirements	Valid Working With Children's & National Police Check required
Key Relationships:	Internal: CEO, Corporate Services Staff, Service Delivery Staff External: Referring agencies, peak bodies, clients their families and advocates, community service organisations and partners including Safe Steps, Vic Police, regional organisations and key stakeholders.

2. Overview of Safe Futures Foundation

Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides frontline services to women and children to help them escape control, abuse and violence and rebuild their lives. Safe Futures has been responding to family violence and changing people's stories for over 40 years. Safe Futures has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. Safe Futures delivers outreach support and therapeutic responses to women and children in the community affected by family and domestic violence. We employ intensive case managers, women's advocates and children's workers across 2 main sites in Melbourne's Eastern suburbs. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

- Safe in the Community
- Community Connect &
- Intake and Emergency Response Service

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink and self referrals.

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people.

Safe Futures Foundation is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability.

Our Vision

We strive to create a safe future where people are free from family violence.

Our Model

The Safe Futures model is premised on a "wrap around" process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap around plans aim to develop problem solving and coping skills and self efficacy of Family Violence Survivors. Safe Futures wraparound Philosophy of care begins with the principle of "voice and choice" where self determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

3. The Role

The General Manager, Service Delivery is a key leadership role that has responsibility for service provision for the organisation and plays a pivotal role in the success of the three key family violence programs. The General Manager, Service Delivery is expected to meet a range of outcomes and deliverables which align with the Safe Futures Strategic Plan and to assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The General Manager Service Delivery is responsible for managing the delivery of emergency, crisis and transitional case management support to women and their children who are experiencing family and domestic violence including intake, referral management and accommodation management.

The General Manager Service delivery has responsibility for all staff that provide family violence crisis support to women and accompanying children.

4. Key Accountabilities

Leadership	Measures/KPIs to be achieved
<ul style="list-style-type: none"> • Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals • Lead with exceptional interpersonal, communication and negotiation skills • Contribute to the strategic direction by being actively involved in the development and implementation of strategic and operational plans • Contribute to future development through monitoring community, business and operational needs and make appropriate recommendations for service delivery development. • Ensure legislative compliance in relation to service delivery and ensure service targets are met • Capacity to assess, and make timely and appropriate decisions on the provision of information, options and resources with regard to individual situations and circumstances and the ability to proactively respond and take action. • Capacity to balance workload, determine priorities and meet 	<ul style="list-style-type: none"> • Operational performance, particularly in relation to the management of labour hours and client through put • Achievement of DHHS targets • Minutes for meetings available within agreed timelines and actions completed • Compliance with program guidelines and service agreements • Successful implementation of Safe Futures operating guidelines and initiatives measured through staff and patient feedback and post implementation reviews • Positive feedback from stakeholders • Audits (internal and external) demonstrate compliance • Achievement of KPI's • Operates within budget • Strong engagement culture as evidenced by engagement surveys, retention and turnover rates • Maintains a cohesive workplace • Staff supervision is generally undertaken/managed internally • Referral numbers reviewed and steps

<p>deadlines</p> <ul style="list-style-type: none"> • Ability to adapt well to change, and be able to manage stress appropriately • Provision of daily complex staff case management support and regular individual staff supervision • Assisting workers with workload management and the provision of quality and responsive practice • Participation in the back up on-call roster), and in some afterhours service provision and/or Board of Directors meetings as required. • Provide leadership and support to case management staff, ensure that they receive appropriate supervision and professional training and development opportunities • Practice in accordance with child safety standards and reportable conduct guidelines 	<p>taken to ensure equity of access</p>
<p>Team Work and Communication</p> <ul style="list-style-type: none"> • Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures • Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation • Participate in and contribute to team and 'all staff' meetings. • Ensure effective staff orientation for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities 	<ul style="list-style-type: none"> • Maintains a cohesive workplace • Evidence of regular team meetings and communication • Staff operate within guidelines for length of stay in emergency and crisis accommodation and THM's •
<p>Financial Accountabilities</p> <ul style="list-style-type: none"> • Ensure that Safe Futures Foundation financial delegations requirements are adhered to that programs operate within budget • Ensure that all financial transactions are undertaken in line with approved Safe Futures Foundation policy and delegations • Provide timely, accurate receipts to 	<ul style="list-style-type: none"> • Staff are aware of delegations • Budget overruns are limited • An inventory of stores is kept • Centrepay revenue is receipted for 80% of clients

<p>meet all reporting and accountability requirements.</p> <ul style="list-style-type: none"> • Ensure that stores (food, linen, etc.) is managed • Ensure that clients who have a capacity to pay service fees are contributing via Centrepay 	
<p>Information Management</p> <ul style="list-style-type: none"> • Adhere to relevant record management systems and comply with relevant Privacy Legislation • Ensure Safe Futures staff maintain current and accurate computer records on SHIP • Ensure record keeping is in line with quality and accreditation standards 	<ul style="list-style-type: none"> • Audit process reveals staff compliance with ISO and DHHS accreditation standards
<p>Continuous Quality Improvement and Risk Management</p> <ul style="list-style-type: none"> • Promote the development and implementation of organisational policies, programs and standards, which ensure compliance with professional standards and relevant legislation. • Review client focused and administrative systems in order to improve efficiency and effectiveness. • Consult immediately with the CEO re all Category 1 critical incidents and the Deputy Executive Officer re all Category 2 critical incidents. • Ensure that service delivery staff meets minimum standards in line with ISO standards and the Department of Health and Human Services Standards. • Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas • Promote the maintenance of a safe, secure and clean environment • Deliver efficient and high quality services in line with best practice • Facilitates the identification of risks to staff, client and visitors and ensures appropriate corrective action is implemented 	<ul style="list-style-type: none"> • Risks identified, documented and managed • Accreditation achieved with evidence of continued improvement • Implement and adhere to Safe Futures OH&S policies, protocols and safe work procedures • Ensure all hazard's, incidents and injuries are investigated and corrective actions implemented within the agreed timeframes • PDCA's are submitted to reflect quality improvement • Compliments to complaints ratios • Participates in internal supervision process

<ul style="list-style-type: none"> • Maintain and update knowledge of emergency plans, policy and procedures to maximise effectiveness in a crisis situation 	
<p>Human Resource Management</p> <ul style="list-style-type: none"> • Participate in staff recruitment, including preparation of position descriptions, interviewing of potential staff, staff orientation, and staff development including the development of Key Performance Indicators • Ensure staff performance management is undertaken and staff appraisals are completed annually • Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy and budget 	<ul style="list-style-type: none"> • Service Delivery staff Position Descriptions are reviewed and updated annually • Performance reviews are undertaken annually • No staff have more annual leave than the organisational policy stipulates • Health well being of staff is measured by sick leave uptake
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • Consult immediately with the CEO re all Category 1 critical incidents and the Deputy Executive Officer re all Category 2 and 3 critical incidents • Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor and actively participate in hazard elimination where required • Be responsible for monitoring and improving the safety performance of their work area by investigating incidents, identifying hazards, initiating actions and participating in the resolution of safety issues • Assistance in the maintenance of a clean, hazard free work environment • Follow workplace procedure for accident/incident reporting • Ensure effective implementation of all OH&S Management system 	<ul style="list-style-type: none"> • 100% compliance with DHHS incident reporting guidelines • Risks identified, documented and managed • Tickit is up to date with all reported incidence • Participation in OH&S committee • WorkCover incidents are maintained within the industry benchmark.

<p>policies and procedures, ensuring staff have adequate training to perform their job safely and new employees are effectively inducted to minimise safety risks within their area</p>	
<p>Other Duties</p> <ul style="list-style-type: none"> • Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer. 	

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

Immunisation

Maintain appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors

5. Key Selection Criteria/ Position Requirements

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Bachelor of Social Work or Behavioural Science/Psychology • Demonstrated experiencing in working with women and children experiencing family violence <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of the impact of family violence on women and children
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Have previous experience managing a team delivering client services to women and children experiencing family violence or other case management services • Previous experience managing a team in a complex environment <p>Desirable</p> <ul style="list-style-type: none"> • Microsoft office skills eg. Word and excel • Demonstrated high level decision making skills • Demonstrated high level communication skills
Required Knowledge and Skills	<p>Essential</p> <ul style="list-style-type: none"> • A current Victorian Drivers Licence

	<ul style="list-style-type: none"> • Creates a culture of continuous learning and quality improvement • Skills in delivering excellence in client services • Ability to work collaboratively • Recognises and values the contribution of others • Self motivated • Basic research skills • Significant managerial experience at a senior level • Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals • Demonstrated ability to provide leadership as a senior manager of the Safe Futures Foundation and lead a team delivering a range of services • A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education • Demonstrated ability to work independently and be autonomous where necessary • A proven track record of managing a team working within a case management framework and demonstrated understanding of comprehensive risk assessment • Ability to work in a team environment with limited direction, with a high degree of responsibility and self management • Ability to dynamically represent Safe Futures Foundation with internal and external partnerships, working collaboratively with others <p>Desirable</p> <ul style="list-style-type: none"> • Computer skills including the word processing and spreadsheet programs, and email at an advanced level • Strong organisational and administrative skills, including oral and written skills • Self-reliance and ability to work independently and innovatively within the policies and protocols of Safe Futures Foundation • Commitment to the mission and values of Safe Futures Foundation • An awareness of the gendered nature of violence and the impact of family violence on women and their children • An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalised women when they experience family and domestic violence • Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity
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	<ul style="list-style-type: none"> • Knowledge of The Privacy Act • Knowledge of The Occupational Health and Safety Act
Personal Attributes & Values	<ul style="list-style-type: none"> • The ability to complete tasks accurately and efficiently • Exceptional organisational skills in order to juggle different tasks and meet tight deadlines • Strong oral and written communication skills • A commitment to promoting Safe Futures Foundation programs and services • An awareness and commitment to confidentiality

Employee Position Declaration

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Signature: _____

Print Name: _____

Date: _____