**Position Description**

|  |  |
| --- | --- |
| **Title** | **Manager Family Support Services** |
| **Reporting to** | Executive Manager Child, Youth and Family Services |
| **Salary Range** | $95,000 per annum (plus superannuation and other benefits) |
| **Liaises with** | Internal and External Stakeholders |
| **Award** |  |
| **Type of Position & Hours of work** | Ongoing – subject to funding  Full-time  Monday to Friday – occasional work and travel will be required outside normal working hours and on weekends |
| **Position Summary** | This exciting new position will be responsible for establishing and implementing recently funded programs that aim to support families across the Barkly Region. Programs include (but are not limited to) Family Support Services (formerly the Intensive Family Parenting Support Program), and the Aboriginal Out of Home Carer Service (Kinship Care Program). These services will be established in locations including Tennant Creek, Elliott and Ali Curung.  Working in partnership with CatholicCare NT, the Manager will be responsible for leading the design of the program, setting up community reference groups to inform service delivery, and for recruiting, training and mentoring staff to ensure that all programs and services are delivered to a best-practice standard, in line with contracts and funding agreements.  The Manager will work strategically with both internal and external stakeholders to create synergies across program areas, building strong relationships with the community and other service providers to streamline access for families.  This position will report directly to the Executive Manager Child, Youth and Families, and work alongside other departmental and organisational Managers to work towards achieving Julalikari Council Aboriginal Corporations Vision, Mission and Core Objectives. |
| **Essential Criteria** | * Tertiary qualifications to Degree level in Social Work, Community Development, Human Services, Management or another related field and/or extensive experience - 5 years plus experience in a position of a similar level and scope * Demonstrated experience in providing a range of interventions to vulnerable families * Proven administration skills including the ability to analyse and interpret service related data, complete administrative and document preparation in an efficient, timely and accurate manner; * The ability to respond to and prioritise competing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy. * High level computer literacy and familiarity with various software programs * Excellent report writing and communication skills * Proven ability to develop monitoring and evaluation systems and to collect data across various programs * Experience working in cross-cultural environments * Demonstrated knowledge of Community Controlled Aboriginal Organisations * Working with Children’s Clearance or an ability to obtain one. * Current National Police Clearance or an ability to obtain one; and * Current Drivers’ licence |
| **Desirable Criteria** | * Demonstrated experience working with Aboriginal people in remote locations * Significant experience in a similar role, preferably in the community sector |
| **Key Attributes** | * Patience and flexibility * An ability to empathise and work with staff to help them achieve their goals * Reliable * Willingness to learn * Ability to work autonomously and as a member of a team * Demonstrate initiative and be proactive * Critical thinking and complex problem solving * Commitment to efficiency * Excellent customer service etiquette * Attention to detail * Multitasking * Stress management * An understanding of Work Health and Safety and Risk Management |

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position Description – Key Performance Indicators**

|  |
| --- |
| **Title: Manager Family Services** |

|  |  |
| --- | --- |
| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
|  | |
| Oversee the design, implementation and management of Julalikari’s Family Support Services | *Services are delivered in line with funding agreements* |
| Oversee the management of the Aboriginal Carer Service (Kinship Care) Program |
| Manage external stakeholder relationships | *Effective and collaborative relationships are established with associated networks and other professionals to enhance relationships and sharing of information that will ensure best practice in the provision of Family Services* |
| *MOU’s are developed with other service providers to work in partnership to improve access for vulnerable families* |
| Consult with the community and other stakeholders to inform program design and delivery | *Reference Groups are established to inform delivery of services* |
| *Ensure services are accessible and respond appropriately to the most vulnerable clients* |
| **Administration** | |
| Provide written and verbal reports to the Executive Manager and Board, as requested | *Reporting is timely and accurate and enables key stakeholders to make informed and proactive decisions to enhance service delivery* |
| Compile reports for various program agreements |
| Collect, analyse and report on program data |
| **Teamwork** | |
| Lead a team of professional staff – undertake staff recruitment, line management, supervision, training and mentoring | *Vacancies are recruited to in a timely manner* |
| *Staff receive regular line management and professional supervision* |
| Work with team to develop best-practice approaches to support families across the Barkly to grow up safe and healthy children | *Family Services operate in an environment of collaboration and highly developed communication* |
| Work in close partnership with CatholicCare NT to develop and implement the program | CatholicCare and Julalikari work in close collaboration to deliver best-practice services to families across the Barkly |
| **Training** | |
| Organise various training for staff across multiple disciplines to build their capacity to deliver quality programs | All staff participate in a minimum 2 training sessions per year, in addition to First Aid Training – staff are involved in decision making in relation to the training they receive |
| Participate in relevant training and professional development |
| Facilitate relevant training where possible |
| Work Health & Safety | |
| Support staff to comply with OH&S standards | *Effective risk management strategies, systems and controls are implemented and reviewed regularly to ensure Julalikari has met compliance and reporting obligation* |
| Develop professional standards and procedures to apply in the workplace |
| Ensure all staff have up to date First Aid Training and Ochre Cards at ALL times | *All staff working in Family Services have up to date First Aid certificates and Ochre Cards* |

|  |  |
| --- | --- |
| **Document ID** |  |
| **Version** |  |
| **Review Date** |  |