**Position Description**

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| **Title** | **Child and Family Centre Manager** |
| **Reporting to** | Executive Manager Child, Youth and Family Services |
| **Salary Range** | $90,000- to $95,000 per annum – depending on qualifications and experience (plus superannuation and generous salary sacrificing and remote area benefits) |
| **Liaises with** | Internal and External Stakeholders |
| **Industrial Instrument** | Julalikari Enterprise Agreement 2012-2012 (being updated 2022)  Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Type of Position & Hours of work** | Full-time  Monday to Friday - 8am to 4:30pm  Some occasional work and travel will be required outside normal working hours and on weekends |
| **Position Summary** | The role of the Child and Family Centre Manager is to oversee all relevant delivery and services for the day-to-day operations of the program, ensuring all services are delivered to a best-practice standard, and in line with contracts and funding agreements.  The Child and Family Centre Manager will work with the Executive Manager Child, Youth and Family Services to ensure compliance with the Julalikari Council Aboriginal Corporation (JCAC) Strategic Plan and operational requirements of the centre to facilitate access to a range of services and programs that operate under the broad headings of early childhood education, health services, family wellbeing and community and service capacity building.  The Child and Family Centre in Tennant Creek will be culturally responsive and provide coordinated access to a combination of government and non-government services and supports.  This position will report directly to the Executive Manager Child, Youth and Family Services and will work alongside all sections of JCAC to achieve JCAC’s Vision, Mission and Core Objectives. |
| **Essential Criteria** | * Tertiary qualifications in Social Work or Human Services, Management, or a related field * A minimum 5 years’ management experience in a community service organisation * Experience in training, mentoring and performance managing staff to help them achieve success in their work area * Proven experience in developing and maintaining stake holder engagement * Excellent communication skills, with the ability to communicate effectively with a variety of stakeholders, and often with those who speak English as a second, third or fourth language * Previous experience preparing and managing budgets * Experience providing support to children and their families, particularly working with clients that are involved in the child protection system * Demonstrated experience in the community services sector undertaking support work and /or care coordination * Demonstrated ability to work collaborative as a part of a team and to contribute to the development of creative and innovative services * Demonstrated experience interacting and working with Aboriginal and/or Torres Strait Islander and culturally and linguistically diverse people. * Proven ability to mentor Aboriginal and/or Torres Strait Islander employees to ensure positive employment outcomes * capacity to lead effectively in a complex and evolving service system * Demonstrated ability to write high level reports and acquittals * Demonstrated ability to build strong and effective working relationships with government representatives and funders * High level of computer literacy and familiarity with various software programs * Demonstrated knowledge of Community Controlled Aboriginal Organisations * Current National Police Clearance or an ability to obtain one; and * Working with Children’s Clearance or an ability to obtain one. * Current Drivers’ licence |
| **Desirable Criteria** | * Previous experience in a similar role * Post Graduate qualifications in a relevant field * Current First Aid Certificate |
| **Key Attributes** | * Patience and flexibility * An ability to empathise and work with staff to help them achieve their goals * Reliable, honest and respectful * 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Position Description – Key Performance Indicators**

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| **Child and Family Centre Manager** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
| Oversee the Daily operations of the Child and Family Centre | *Demonstrated* |
| Oversee the daily operations of the Aboriginal Carer Service (Kinship Care) Program, ensuring compliance with the Grant funding | *Demonstrated* |
| Oversee the daily operations of the Bubba in the Basket program ensuring compliance with the grant funding | *Demonstrated* |
| Provide timely, accurate and details reports for all grants within the program in a timely manner | *Demonstrated* |
| Liaise with high level stakeholders to develop proposals for new Child, Youth and Family focused services | *Demonstrated* |
| **Administration** | |
| Compile and complete Reports, Acquittals and Proposals | *Develop high level written material for both existing and new programs* |
| Ensure all programs are delivered in line with funding agreements | *Timely and accurate reporting for all grant funding and program plans* |
| Emails and correspondence | *Present the company and yourself in a friendly and professional manner, promoting business awareness.*  *Processing and managing all correspondence daily, quickly and efficiently.* |
| Documentation processing | *Scan, copy, email, print and bind daily and efficiently with minimal waste of time.* |
| Filing systems | *Implement and maintain Policy and Procedures for filing and filing systems.* |
| Assist in the management of workflow in the business systems. | *Create/review JCAC Policy and Procedure where required.*  *Efficient with the minimum waste of time.*  *Daily updates in system.* |
| Preparation and presentation of reports | *To a high standard and on time.* |
| **General** | |
| Staff Performance and Work Planning | *Support program staff to develop work plans which will be monitored regularly in line with their position descriptions and program contracts* |
| Adhere to JCAC Polices & Procedure at all times | *Demonstrated* |
| Provide strong leadership to the Child, Youth and Family Programs, fostering an environment which reflects the Julalikari Code of Conduct. | *Demonstrated* |
| Ensure that appropriate position evaluations, staff establishment and performance appraisals are completed within the specified timelines in consultation with the HR team. | *Demonstrated* |
| Provide support and assistance with recruitment, selection and induction of staff. | *Demonstrated* |
| Management of the programs daily human resources in accordance with Julalikari policy and procedures and the delegation’s framework of Julalikari. | *Demonstrated* |
| **Teamwork** | |
| Build strong, respectful and meaningful relationships with funding bodies and other external stakeholders | *Demonstrated relationships in all areas of work* |
| Display integrity and ethics consistent with the role within JCAC | *Strong work ethic is observed including respect for management, peers and direct reports* |
| Develop and maintain networks and partnerships with relevant government agencies, cultural organisations, and service providers. | *Demonstrated relationships in all areas of work* |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees, and clients | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy |
| Promotion of JCAC culture and values | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation |
| **Training** | |
| Deliver training, professional development and upskilling to staff on a regular basis | Engage RTO’s and other training bodies to deliver mandatory training |
| Attend training as requested | Attend paid and unpaid training |
| Punctuality for all meetings | Punctuality at meetings |
| **Work Health & Safety** | |
| **Financial** | |
| Provide all financial documents to the Finance Team | On time, as required |
| Mentor managers and program coordinators to develop a realistic annual budget for each program. | Demonstrated |
| In collaboration with the Corporate Services Executive Manager assist in the maintenance of the assets register for each program area. | Demonstrated within a timely manner |
| Monitor and oversee the Community Services performance against operating plans, financial budgets, identify variance; remedy or advice and recommend appropriate action. | Demonstrated |
| All financial requirements for the unit are met | Maintain compliance as requested from the Corporate/Finance team |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure employees always operate safely and efficiently | *Relevant forms and reports submitted to Executive Manager Corporate Services within 48 hrs of request* |
| Adhere to the vehicle use policy | *No breaches of the vehicle use policy are observed* |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs | *Forms completed within 12 hours of incident and 24 hours of hazard/ near miss* |
| Support the implementation and maintenance of the Workplace Health and Safety System within your area | *Implemented and maintained* |
| Conduct/participate in annual internal audit and management reviews on the Quality Management Systems | *Complete in a timely manner and in line with JCAC policy and procedure.* |

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