



POSITION DESCRIPTION

Position Title	Manager – Therapeutic and Family Support
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PURPOSE OF THE POSITION

SCMSAC's Permanency Support Program (PSP) is funded by the Department of Communities and Justice (DCJ), to provide a range of programs to children and young people (CYP) at risk of harm and their families. These programs include family preservation, family connect, support, restoration, and guardianship and foster care.

The Permanency Support Program aims to provide efficient and effective services to clients, NSW DCJ, other agencies and families involved in preservation, restoration and out of home care (OOHC) placements.

Working as an essential member of the Management Team the PSP Manager is responsible for managing the Family and Therapeutic Support team, which is made up of Family Preservation, Family Connect and Support, Targeted Early Intervention and Therapeutic services.

The Manager will work closely with other Permanency Support Program Managers and the Executive Officer – PSP.

KEY RESPONSIBILITIES & DUTIES

- Ensure programs are delivered consistent with the quality and service delivery requirements of DCJ and SCMSAC
- Carry out all intake operations under direction from the CEO and Executive Officer – PSP
- Assist with the responses to complaints from carers and birth family members
- Ensure full implementation of responsibilities detailed in SCMSAC Child Protection Policy, ensuring that all staff and carers are aware of their responsibilities as outlined in this policy
- Take all steps to ensure children and young people in the SCMSAC Permanency Support Program are protected, supported and safe from abuse
- Assist the CEO and Executive Officer PSP in conducting employee related child protection investigations if required
- Provide formal and informal supervision for Team Leaders consistent with the SCMSAC Supervision Policy, conducting interim and annual reviews for supervised staff, as well as coordinating and documenting regular team meeting with Team Leaders and their program teams
- Develop the skills and capacity of individuals within PSP through external and on the job training as well as providing mentorship
- Ensure reporting of notifiable events are dealt with are consistent with SCMSAC policies and procedures
- Actively promote positive work culture, team work, goodwill and cooperation throughout teams
- Ensure casework complies with relevant legislation including Child Protection Laws, WH&S and Disabilities Service Act
- Ensure that documentation complies with Standards including the NSW Child Safe Standards for Permanent Care, Disability Service Standards and the Early Years Learning Framework

- Ensure that all SCMSAC Data systems are kept up to date
- Ensure that contractual reporting requirements are completed and occur on time
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO or delegate

KEY PERFORMANCE AREAS

- Leadership and Management
- Records Management
- Data Collection and Reporting
- Stakeholder Engagement and Collaboration
- Enquires and Complaints Resolution
- Continuous Quality Improvement, Risk Management and WHS

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Relevant tertiary qualification in Social Work, Psychology, Welfare, Community Services or related fields and demonstrated experience in these sectors
- Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families and children specifically in relation to the placement of Aboriginal children and young people in care
- Experience in a Supervisory role and the ability to provide supervision to Team Leaders and their teams, and monitor performance
- Knowledge and understanding of the Children and Young Person (Care and Protection) Act 1998 and the ability to develop an understanding of the NSW Children's Guardian OOHG Standards
- Demonstrated ability to develop and maintain a positive work culture
- Demonstrated ability to build and maintain effective working relationships with relevant community and government organisations
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records in a timely manner
- Demonstrated computer skills and literacy
- Clear Working with Children, Police History Check and Working with Vulnerable People Check
- Current Drivers Licence

Desirable

- Aboriginality*
- Vocational qualification in Frontline Management

PERSONAL QUALITIES AND ATTRIBUTES

- Highly developed organisational skills and capacity to prioritise competing demands
- Effective conflict resolution skills, negotiation, mediation and decision making skills
- Excellent interpersonal skills and highly developed verbal and written communication
- Demonstrates flexibility and initiative in the workplace

RELATIONSHIPS

With	Purpose
CEO	The CEO may make day to day requests for support and information from the Manager.
PSP Executive Officer	The Executive Officer is the first point of contact for the overall direction of work and will provide support to the Manager.
Managers, Team Leaders and Employees	The Manager will interact closely with employees, Team Leaders to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
PSP Team Leaders and Team	The Manager is responsible for overseeing the direction of work and will provide support and supervision to their PSP Team Leaders and team. The Manager will interact closely with their team to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
External Stakeholders	The Manager will develop and maintain strong connections with external stakeholders such as DCJ, other agencies and organisations.

FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-00-GOV-Delegation of Authority.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*