



POSITION DESCRIPTION

Position Title	Manager – Child and Family Services
Reporting to	General Manager – Child and Family Services (OOHC)
Liaises with internally	All employees
Liaises with externally	Government and non-government agencies, clients, community
Purpose of the position	This position assists with managing the Child and Family Services (C&FS) which provides a range of programs to children and young people at risk of harm, as well as support to their families.
Selection Criteria	Essential Criteria • Relevant tertiary qualification in Social Work, Community Services or related fields and demonstrated experience in these sectors (or willingness to obtain Cert IV Community Services). • Demonstrated ability to provide supervision to team leaders and their teams involved in the delivery of services, or experience in a team leader/supervisory role – min. two years required. • Demonstrated strong leadership skills with excellent communication and interpersonal skills and the ability to exercise these in a team environment. • 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. • 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 OOHC Standards. • Demonstrated ability to contribute to a positive and supportive work culture. • Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems. • Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner. • Ability to develop and maintain productive working relationships with stakeholders, including funding bodies, peak bodies and other agencies. • Effective conflict resolutions skills, negotiation, mediation, and decision-making skills. • Current Drivers Licence. • Willingness to consent to have probity information entered onto the

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	Residential Care Workers Register. - Current Working with Children, National Police Check and Working with Vulnerable People Check. Desirable Criteria - Aboriginality*. - Working knowledge of the local and regional service networks.
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General - Ensure that contractual reporting requirements are completed and occur on time. - Prepare the Dashboard Report and Agenda for fortnightly Monday meetings, and develop strategies and timeframes to address any gaps identified. - Ensure all case planning goals are accurate and in line with funding package/s. - Attend and actively participate in bi-monthly contracting meetings with DCJ. - Ensure programs are delivered consistent with the quality and service delivery requirements of DCJ and SCMSAC. - Ensure monthly report is prepared and provided to the Administration Assistant – C&FS by COB on the 6th of each month. - Ensure programs are delivered in line with legislation with the Child Safe Standards. - Ensure employees are updated and educated monthly around company and government policies, during/in team meetings.

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	• Ensure reporting of notifiable events are dealt with immediately and in line with SCMSAC policies and procedures, without exception. • Where required, participate in the investigation and response of complaints as reportable conduct matters. • Weekly monitoring of the Dashboard to ensure casework is meeting compliance requirements. • Where there is a financial delegation, adhere to SCMSAC policy and guidelines when approving expenditures and entering into financial commitments. • Carry out all intake operations under direction from the CEO and General Manager – C&FS (OOHC). • Develop the skills and capacity of individuals within C&FS through external and on the job training as well as providing mentorship. • Participate in rotational on call roster. • Attend and, where relevant, coordinate team meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Conduct monthly documented support and supervision with each direct report, ensuring this is saved on relevant personnel file and uploaded to HR3. • Lead and participate in annual performance reviews. • Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations

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	and your obligation to uphold these in your day to day role. Child Safety • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety • Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**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.*

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 Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
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