

Job Description

Manager



NAME	
Award	Social, Community, Home Care & Disability Services Industry Award 2010

Organisation Overview

Using a feminist framework that acknowledges a gendered analysis of domestic violence, West Connect Domestic Violence Services aims to provide a holistic response to women with and without accompanying children who are experiencing domestic and family violence and related homelessness, emphasising the principles of empowerment, self-determination, and an acknowledgement of the dynamics of domestic violence in a political and social context. We do this through the provision of direct support, safe accommodation and housing options and programs that aim to create a non-violent community where women and children, regardless of their social and cultural background, age, and sexual orientation, will have access to the knowledge and supports needed to take control over their own lives. West Connect Domestic Violence Services is guided by principles of social justice and equality.

Primary Purpose of the Role

The Manager is responsible for providing a safe, positive work environment for WCDVS employees and overseeing the coordination of the day-to-day operations, and implementation of the organisation's strategies, policies and procedures.

The Manager will resource, support and oversee case management with the aim of providing high quality services that empower women and children to live lives free from violence and to heal from their experiences of violence.

The Manager will support staff to enable women to move seamlessly across all locations and the levels of support that our organisation provides.

The position will provide regular supervision and staff development and continue to build good practice across the organisation.

Uphold the principles and values of WCDVS

1. Commitment to working from a feminist framework
2. Commitment to the Overarching Principles of the organisation to empower women, children and young people who have experienced domestic and family violence.
3. Commitment to being responsive and sensitive to the needs of Aboriginal women, children and young people, women from culturally and linguistically diverse (CALD)

backgrounds, lesbians, transgendered or intersex women, women with disabilities, mental illness, and issues with the use of alcohol and other substances.

4. Maintain the organisation as a non-sexist, non-violent, non-racist, non-homophobic and conflict-free environment for clients and staff.
5. Adhere to the current policies and procedures of WCDVS, guidelines of the Association, common law, and funding agreement.
6. Maintain strict confidentiality regarding clients, staff, and all organisational matters.
7. Adhere to relevant legislation, child protection and other mandatory obligations, Interagency guidelines, and legal responsibilities for reporting children at risk of harm.

Key responsibilities

Supporting staff

1. Supervise and lead staff.
2. Conduct regular staff performance appraisals, identifying and addressing staff training needs and performance issues.
3. Report staff performance or conduct issues to CEO.
4. Oversee staff adherence to WCDVS policies and procedures.
5. Oversee decisions in relation to client support and case management approaches.
6. Support staff to access regular external professional supervision.
7. Review and approve requests for brokerage.
8. Maintain staff rosters (including on-call), oversee that the service is adequately staffed. From time to time Managers will be required to participate in on-call duties to support staff.
9. Follow all policies and procedures in relation to staff management, grievances, and complaints.
10. Conduct regular staff meetings.
11. Undertake staff recruitment in consultation with the CEO.
12. Oversee that a risk assessment is done for each client prior to providing outreach support.
13. Support staff to meet the complex needs of women and children experiencing domestic and family violence.
14. Ensure staff provide women with the most appropriate and effective services available according to their needs and WCDVS policies and procedures.
15. Provide supervision and staff development plans.

Develop and maintain partnerships

1. Actively develop and maintain networks and linkages within the community and with government agencies to advocate for individual client issues and community issues related to domestic violence.
2. Actively seek and share relevant information and resources relating to women and children's services and issues relating to domestic violence.

3. Actively contribute as a representative and advocate of WCDVS on campaigns, projects, committees, and activities that aim to improve policies and programs supporting women and children experiencing domestic and family violence.

Financial and reporting

1. Collaboratively work to ensure all WCDVS client targets are met as outlined in FACS Performance Level Agreements.
2. Oversee that staff maintain accurate client records on each contact with a client and data input in CIMS and as outlined in WCDVS Policy and Procedures.
3. Approve staff timesheets, leave forms, and overtime forms for staff.
4. Record and maintain comprehensive case files and data collection for all clients using the services of WCDVS. Manage integrity of client files and data so that information is relevant, accurate and secure.
5. Oversee that receipts are collected for all purchases and petty cash transactions and that they are approved and sent through to the accounts department.
6. Provide reports to the Chief Executive Officer (CEO) when requested.
7. Oversee that the SHS Client Information Management (CIMS) data is accurately collected.
8. Undertake the monthly extractions and upload the data.

Case Management

As well as supporting staff to undertake the following practice, you may be required to assist with direct client support using the following approaches:

1. Engage with women accessing the services of WCDVS and develop trusting, empathetic and professional relationships.
2. Develop and deliver education and support groups using a strengths-based approach that is focused on empowering clients to live a life free from violence.
3. Use a trauma-informed response to support women and children to recover from the emotional and psychological effects of domestic and family violence.
4. Transport women and children in refuge vehicles (including the bus) as required.
5. Undertake risk assessment and safety planning.
6. Prioritise the safety and wellbeing of women and children through all stages and elements of case planning, development, and review.
7. Undertake advocacy and case coordination functions and liaison with other services as appropriate and required.
8. Provide information to women so they can assist their children in the recovery from the effects of violence.

Children

1. Provide a warm, welcoming and nurturing environment for children.
2. Use the Children's Framework to guide case management, activities and approaches to supporting children at all levels of the service.

3. When undertaking case management with children, aim to reduce the risk factors and increasing the protective factors as set out in the Children's Framework.
4. Create environments and activities to enable the mother/carer and children to create happy memories.

Participate as a team member

1. Understand and implement the principles of working as a member of a team.
2. Foster and support a positive team environment.
3. Work collaboratively and respectfully with all staff and management.
4. Attend and actively participate in work-related meetings, training and conferences which may require overnight stays out of the local area.
5. Actively participate in the evaluation and implementation of WCDVS strategic operational plans.

Workplace health and safety

1. Take active responsibility for your wellbeing in the workplace.
2. Report any incidents of bullying and harassment, discrimination or any actions that conflict with WCDVS commitment to a non-violent workplace to your immediate supervisor.
3. Staff are required to take personal responsibility for their own self-care plans by accessing WCDVS Employment Assistance Program which includes counselling, clinical supervision, critical incident and trauma support, workplace wellbeing, conflict resolution, coaching and advice.
4. Maintain a safe, clean, and supportive environment that is favourable to the emotional and physical wellbeing of clients, staff and visitors.
5. Monitor and report any required maintenance or repairs to property including vehicles as appropriate.

Key challenge

Working to achieve safe, stable futures for women and children who are at risk of ongoing violence, in a legal, housing, and financial system that is inadequately resourced and aligned to reliably achieve the outcome.

Key relationships

Internal relationships	
Who you will work with	Why
CEO	To inform and update the CEO on service provision and receive direction and support.
Financial Officer	To inform and be updated on the status of project budgets, costings and service expenditure, staff hours, timesheets and approvals for overtime and leave. Staff recruitment processes.
Managers from other services within the organisation	Contribute to internal referral protocols and issues. Peer support.
All other staff in the service	To manage day to day service activities and support case management to clients.

External relationships	
Who you will work with	Why
FACS	To provide documentation required to meet contractual obligations. Participate in FACS District Implementation Groups and SHS Providers Implementation Group meetings.
Housing NSW Wentworth Community Housing and Evolve Housing	To maintain partnerships, MOU agreements and respond to issues impacting clients using these housing providers.
Domestic Violence NSW Link2Home	To encourage staff membership of DVNSW and to resource and update these organisations on issues that impact on clients and women in the community experiencing or escaping domestic and family violence.
Key service providers across the district	To establish and maintain partnerships that improve services and outcomes for clients.
Brokerage providers	To establish and maintain partnerships with brokerage providers to improve services and outcomes for clients.
Police, Centrelink	To ensure the immediate and ongoing safety and financial needs of clients.
Temporary Accommodation providers	To establish and maintain partnerships that improve services and outcomes for clients.

Confirmation and acceptance

<p>I, have read and understood the job description for my role as</p>	
<p>Signed:</p>	<p>Date:</p>