

Role Title:	Family Services Manager
Role Overview:	In consultation with the Chief Executive Officer (CEO) lead the Family Support and Programs Teams at Hobart Women's Shelter (HWS). Develop programs and manage the delivery of services to assist individuals and families accommodated at HWS in accordance with the Program and Practice Frameworks. Create a harmonious and productive working environment by always setting and adhering to high personal integrity and performance standards.
Location:	South Hobart
Supervisor:	CEO

Hobart Women's Shelter (HWS) is the second oldest women's and children's refuge in Australia. We provide crisis accommodation to women and children, transitional housing to families and a Children's Therapy Program to families who are homeless and / or who are experiencing domestic and / or family violence. Hobart Women's Shelter empowers clients to lead independent and fulfilling lives. We envisage all clients being able to live in a community free from violence and injustice, where diversity is celebrated, and where clients are supported to achieve their goals.

Our Vision and Mission

Our Vision is to create a safe and inclusive community free from homelessness, violence, inequality and injustice.

Our Mission is to champion the growth and development of women, their families and the wider community through the provision of emergency accommodation, housing, education and advocacy.

Our Values

Equality	We believe in the equality of all, and this informs our practice and approach.
Safety	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.
Collaboration	We collaborate to build positive, professional and respectful relationships to achieve mutually agreed goals.

Integrity	We value honesty and fairness and strive for accountability in all that we do.
Innovation	We seek out opportunities to lead social change.
Diversity	We value diversity and the unique contribution of all.

Key Result Areas
The Family Services Manager is required to meet the requirements of each of the following Key Result Areas



1. Leadership and Management
2. Administrative and Organisational Requirements
3. Support and Well Being Outcomes
4. Educative and Professional Development Outcomes

Key Result Areas / Key Duties:	
1. Leadership and Management	
1.1	Support the CEO to ensure the achievement of the organisational values, goals and strategic vision within the context of the Programs and Practice Frameworks, to ensure best practice service delivery and support organisational growth.
1.2	Manage the recruitment, induction, supervision, annual performance appraisals and performance management of Programs and Family Support team members.
1.3	Work with the Management Team to develop the Operational Plan and create individual Work Plans with staff in line with Operational Strategies and Measures within established timeframes.
1.4	Develop, plan, manage and lead programs designed to improve outcomes for individuals and families, while ensuring the required outcomes are met within the agreed timeframes and the established budget.
1.5	Provide professional expertise and act as a consultant to colleagues, fellow and senior managers in matters related to the provision of programs and family support and be accountable for that advice.

1.6	Actively promote and facilitate the on-going professional development of team members based on individual and organisational needs, while also supporting effective workforce development and succession planning.
1.7	Mentor and coach team members in line with the Program and Practice Frameworks while responding to emerging trends and current research findings.
1.8	Foster a culture of creativity, flexibility and continuous improvement with employees that motivates them to adapt to a changing and dynamic working environment.
1.9	Ensure staff compliance with Workplace Health and Safety requirements, Risk Management processes and relevant legislative, deed and contractual requirements.

Key Result Areas / Key Duties:

2. Administrative and Organisational Requirements

2.1	Undertake evaluations and feedback reporting and ensure that learnings from these evaluations are incorporated into subsequent programs and organisational practice.
2.2	Maintain accurate and efficient records and prepare reports for a variety of audiences including the Board, the Management Team, staff, service providers, government departments and stakeholders.
2.3	Monitor outcomes for individuals and families to ensure that their needs are being met.
2.4	Set goals and targets with staff to ensure the achievement of relevant internal and external Key Performance Indicators and Outcomes targets and provide reports to the Management Team and the Board as required.
2.5	Contribute to Policy development and reviews and be an active contributor to Continuous Improvement across the organisation by providing ideas and suggestions, and by encouraging contributions from other staff.
2.6	Work with the Management Team to support the ongoing operation and review of the Quality Management System (QMS), participate in external and internal audits and adopt a risk management approach in service delivery, staff management and day to day operations.
2.7	Encourage professional two-way communication between all staff across the organisation.

Key Result Areas / Key Duties:

3. Support and Well Being Outcomes

3.1	Understand the importance of personal and professional boundaries and be able to maintain a calm disposition while managing competing demands.
-----	--

3.2	Ensure a highly ethical and professional approach to practice which includes active listening skills, conflict management skills, reflective practice, and self-awareness.
3.3	Participate in team building activities which contribute to a positive workplace environment.
3.4	Develop and maintain a personal Self-care Plan, and lead others to do the same, to ensure positive health and well-being outcomes including committing to self-identified self-care activities.
3.5	Ensure personal responsibility and professional accountability are maintained to negate organisational risks.
3.6	Work within, and demonstrate commitment to, HWS values and mission.

Key Result Areas / Key Duties:

4. Educative and Professional Development

4.1	Engage in relevant professional development to enhance skills and knowledge, and be willing to share learnings with the rest of the team.
4.2	Engage in the role as a curious learner, effectively provide and receive information, and take on constructive feedback.
4.3	Consult with staff about individual learning and development needs and work together to develop appropriate plans to achieve personal goals and meet the needs of the organisation.
4.4	Actively participate in Supervision as per the organisational model.
4.5	Maintain knowledge of current resources and developments in relation to domestic and family violence and homelessness.
4.6	Encourage staff to support individuals and families to engage in services that promote learning and development.

Personal and Professional Characteristics

Understands values-based leadership, understands different leadership styles and approaches. Is well organised, can easily prioritise and meet deadlines. Is highly self-directed, can work with, and contribute to, a Senior Management Team. Demonstrates a sense of humour and sense of fun to enjoy the role and can attune and understand what staff, clients and stakeholders need. Can engage with others professionally and understand the process of continuous improvement and continual change in the sector. Has a positive self-perception and can enjoy the challenges and rewards the role brings under the leadership of the CEO.

Experience

Relevant experience in a similar role, with previous experience of working in the Not-for-Profit sector highly regarded.

Qualifications

Tertiary qualifications in a relevant field, or an equivalent combination of experience and/or formal education and training.

Knowledge

Workplace Health & Safety Act 2011

Other relevant State and Commonwealth based Legislation and associated Regulations

Salary

Level 6, SCHADS Award

Work Schedule

The role is currently minimum 30 hours a week

Benefits

- Well respected organisation
- Professional Supervision
- Positive work environment that focuses on continuous improvement, supporting clients and each other
- Pro-rata Long Service Leave at 5 years
- Fast paced, busy and rewarding work environment

General Requirements

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check
- IT proficiency in the use of Excel, Word, Outlook, PowerPoint, client databases and cloud-based technologies, or the ability to learn these packages
- The position carries a six-month (6) probation period

Selection Criteria

SC 1	Demonstrated skill and experience in managing, training and mentoring teams who are working with individuals and/or families with high and complex needs within a crisis setting, family support service or related sector.
SC 2	Demonstrated experience in planning, developing, implementing, and evaluating a range of programs and services.
SC 3	Demonstrated experience working within a Practice Framework based around a Trauma-informed practice model.
SC 4	Experience in recruitment, induction, supervision, annual performance appraisals, performance management, and overseeing the rostering of staff within a 24/7 service.
SC 5	Experience in reporting against staffing budgets and program grant requirements.
SC 6	Demonstrated IT proficiency in the use of Microsoft Word, Excel, PowerPoint, and client databases.
SC 7	Possess a sound knowledge and comprehensive understanding of Quality Assurance, including risk management, developing and implementing policies and procedures, and meeting legislative and contractual requirements, including mandatory reporting.
SC 8	Experience in working towards the achievement of KPIs, reporting against progress, and planning strategies to address shortfalls.
SC 9	Ability to develop and maintain Professional Practice Standards within an ethical decision-making framework, to exercise judgements in situations where practices and direction may not be clearly defined, and to manage complex issues, including conflict.

Agreement

I agree to work within the requirements of this Position Description and to abide by my Contract of Employment.

Name:	Signature:	Date: