

	Position Title: Senior Manager		Team: Children's Contact Service		Region: Northern
	Supervisors: Deputy Director, Northern Region	Delegations and Authorities: In Line with Delegations Policy	Band: E	Date Completed: 13 November 2017	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Children's Contact Service (CCS)'s key objective is to provide a safe, neutral and child-focused venue for supervised visits and facilitated changeovers to children and their parents. The Children's Contact Service aims to minimise a child's exposure to conflict or unsafe situations when parents are separating or have separated. Berry Street Northern operates the Children's Contact Services located in Carlton. This service is an amalgamation of two Contact Centres run in the North by Berry Street previously based in Richmond and Watsonia.</p> <p>Emphasis is placed on both the physical and emotional wellbeing of children. The staff work with families to encourage positive interaction between children and their parents and to support the strengthening of these relationships. The service implements the relevant sections of Family Court Orders and parenting plans with the aim of moving families to self-management of their parenting arrangements.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> To provide management, including leadership and support to a small team of professionals who supervise the activities of a children's contact service and site management. To lead best practice and be accountable to the Director for all compliance and reporting requirements of the funded program. To liaise with key stakeholders including parents, Family Court, Family lawyers, DSS and DHHS staff. To grow and develop the service into a broadly accessible best practice Contact Centre.
	REPORTING RELATIONSHIPS
	<p>This full time role is based at the Carlton Children's Contact Service. The Senior Manager will be an integral part of the Regional Leadership Team and the broader Berry Street Senior Management Team.</p> <p>This role reports to the Deputy Director, Northern Region who will provide supervision and review. The position has direct staff reports.</p>

KEY SELECTION CRITERIA

- Demonstrated experience in program management in the community services sector; management and leadership at senior management level, including the ability to build a cohesive high performing team, provide supervision, monitor workloads, budgets and individual performance.
- Demonstrated knowledge of child-centred and family focused practice, culturally sensitive practice, child development, and trauma and attachment theories.
- Demonstrated knowledge of issues relevant to the need for supervised visits, including family separation, family conflict, family violence, child abuse, and court orders.
- Demonstrated experience in building collaborative working relationships with external stakeholders.
- Demonstrated experience establishing service objectives and performance indicators and evaluating outcomes.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Tertiary qualifications in a relevant field (Social Work, Social Science, Psychology or a relevant business degree).
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Demonstrated links with key stakeholders within the Northern Region would be an advantage.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Staffing	<ul style="list-style-type: none"> • To take responsibility for the recruitment and induction of appropriate staff to provide high quality service delivery to children, young people and families. • To provide supervision to specified staff according to the Berry Street Supervision Policy, monitor workloads and provide annual staff appraisals and professional developing planning • To identify and be responsible for ensuring a high level of professional development for staff and ensure that all staff receive appropriate development and training opportunities.
Program development and review	<ul style="list-style-type: none"> • In conjunction with the Deputy Director Northern Region, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle. • In conjunction with the Deputy Director, to develop and maintain relationships with key external stakeholders. • In conjunction with the Deputy Director take financial responsibility for specific program areas including the development of annual budgets, monitoring and review of expenditure. • To develop and implement appropriate operational guidelines and procedures in relation to service provision and review existing procedures and guidelines for the operations of all program areas on an annual basis. • To grow and develop a fee for service suite of programs.
Service delivery	<ul style="list-style-type: none"> • To oversee the provision of direct service delivery according to service agreements. • Receive and respond to formal complaints and Critical Incidents, monitoring ERIN reporting requirements. • To ensure all clients receive high quality service through regular monitoring and review of all programs. • To promptly identify and address issues where service does not meet standards expected by Berry Street.
Administration	<ul style="list-style-type: none"> • To ensure that all practices within the program are in accordance with the relevant policy of Berry Street. • To ensure that statistical data is collected, forwarded to funding bodies in accordance with timelines and regularly reviewed and analysed. • To provide the Regional Director with a written monthly report regarding the region's performance in accordance with the policy of Berry Street. • Ensure staff keep accurate and professionally written observational notes of visits and phone calls. • Ensure Team Leaders maintain files, security of cases, ensure regular updating of documents and collect statistics as required.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position is full time (76 hours per fortnight), ongoing.
2. You will initially be employed at the Carlton Children's Contact Service. You will be required to work from the Eaglemont office on a regular basis. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The base salary for this position is in line with Senior Manager Salary. The value of the salary can be increased through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including two professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
7. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 months will be undertaken.
8. This position comes with access to full private use of a motor vehicle.
9. The successful applicant must possess a current Working with Children Check, or must apply for one prior to commencing employment.
10. The successful applicant must possess a current full Victorian Driver's Licence, which must be sighted.
11. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
12. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Work in a team environment	Daily
	Work in different geographic locations	Daily
	Be exposed to all outdoor weather conditions	Occasional
	Manage demanding and changing workloads and competing priorities	Daily
	Work in unstructured environments (e.g. outreach)	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office	Occasional
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Occasional
	Perform 'on call' duties	Occasional
	Perform 'on call' back up duties	Regular
	People Contact	Work with clients who may have a physical or sensory disability
Liaise with government, non-government and community organisations		Daily
Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police		Daily
Interact with clients and members of the public who could display verbal or physically challenging behaviour		Daily
Support and participate with clients in recreational activities (e.g.: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, cricket)		Occasional
Facilitate access to specialist, generic and community services		Occasional
Undertake supervisory, recruitment, training and professional development activities		Daily
Administration	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
	Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions
Use public transport including trains, buses, trams and taxis		Occasional
Drive vehicles with possible distractions from client behaviour, verbal or physical		Occasional