



**POSITION DESCRIPTION**

<b>Position Title</b>	Community Services Manager – Domestic Violence and Emergency Relief – Mary and Martha’s
<b>Current Incumbent</b>	
<b>Department/Function</b>	Community Services
<b>Location</b>	Mary and Martha’s Refuge - Brisbane
<b>Reports To (Position)</b>	<i>Attach an organisational chart of department to indicate the relative level of the job in the division.</i>
<b>Positions Reporting to this Position</b>	Administration and Housing Officer/Support Worker/Child and Family Worker/ Volunteers/Students
<b>Effective Date (of PD)</b>	March 2019

<b>Main Purpose/ Primary Objective</b>	The primary purpose of this role is to oversee the effective day to day function of this service and to manage, lead and direct the service toward its primary objective of supporting women and children escaping family violence. This role also contributes to ensuring adherence to the governing regulations and legislations required.
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<b>Key Accountabilities/Key Result Area</b>	
<ul style="list-style-type: none"> <li>• Planning, coordinating and leading the daily operation of the service.</li> <li>• Managing the services finances, accounts, assets and resources.</li> <li>• Managing the services operational and business planning within the direction of the organisation.</li> <li>• Establishing the services current and long range goals, objectives, plans and policies, in conjunction with the Community Services Director.</li> <li>• Ensuring that the service meets the standards and requirements of the organisation, funding bodies and regulators.</li> <li>• Undertaking submission and policy development as required.</li> <li>• Undertaking accreditation processes, including involving and supporting staff to participate in accreditation activities.</li> <li>• Supervising support staff in their daily work with clients of the service, drawing upon knowledge and training in family violence and child protection.</li> <li>• Ensuring training for staff in delivery of services to families escaping violence, including crisis intervention, strengths-based practice, problem solving strategies and empowerment principles.</li> <li>• Undertaking recruitment of staff; ensuring their professional development within service needs and budget; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.</li> <li>• Undertaking performance appraisal with staff and any procedures resulting from this process.</li> <li>• Reviewing operating results of the organisation, comparing them to established</li> </ul>	



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objectives and benchmarks, and taking steps to ensure continuous quality improvement.

- Establishing and maintaining an effective system of communication throughout the service.
- Representing the service, in keeping with organisational mission, vision and values, to major stakeholders, peak bodies, government departments and the public.
- Liaising with and working collaboratively with other Lutheran service providers.
- Promoting the service and the organisation within the local and wider community in keeping with the organisation's mission, vision and values. Participation in relevant interagency meetings.
- Application of knowledge and skills to work practices within a framework of best practice and evidence based practice within the family violence and child protection sectors.
- Working co-operatively in a team, exhibiting objectivity and openness to others views, working actively to resolve conflict and contributing to a positive team spirit.
- Managing compliance with legislation in the public sector.
- Managing workplace OHS management system.
- Maintaining a small caseload.

<b>Key Relationships/ Interactions</b>	Reports to General Manager Community Services. Key member of Community Services Leadership Team.
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<p><b>Position Requirements</b> <i>(Knowledge and Experience)</i></p>	<p>Incumbent is required to possess a relevant Human Service Qualification and/or experience in managing a similar service. Excellent written and verbal communication is essential, as is the ability to work autonomously.</p> <p>Demonstrated experience in working with women and children escaping domestic and family violence, and a demonstrated ability to lead teams is desirable. Incumbents who demonstrate the following skills will be highly regarded:</p> <ul style="list-style-type: none"><li>• Excellent time management and organisational skills;</li><li>• High levels of initiative, flexibility and ability to work independently as well as in a team;</li><li>• People management;</li><li>• Quality processes management;</li><li>• Use of technology, including confidence in using databases and online reporting systems;</li><li>• Understanding of processes of government and regulatory bodies; and,</li><li>• Understanding of the relationships between government and non-government bodies.</li></ul> <p>A current Australian drivers licence and Working with Children check (blue card) are required.</p> <p>You may be required to provide information in relation to pre-existing medical conditions or injuries relevant to this position and submit to a pre-employment medical.</p>
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<p><b>Position Dimensions</b> <i>(only if applicable to position)</i></p>	<p><i>If applicable/required: Indicate numbers that will assist in providing an indication of the scope or impact of the responsibilities of the position. Indicate the areas directly affected by the decisions required in this position, whether organisation wide or within the division. Provide figures on an annual basis. i.e. Budget, authority levels, employees supervised (directly or indirectly), number of customers/clients responsible for, expenditure authority, working relationships (internal and external), etc.</i></p>
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<b>Culture</b>	<p>At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none"> <li>▪ a learning and growing environment</li> <li>▪ a high achievement orientation</li> <li>▪ a sharing environment - information, resources, ideas and goodwill</li> <li>▪ commitment to being the best we can be</li> <li>▪ humility, fairness and openness in how we go about our work.</li> </ul> <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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<b>Prepared By</b>	<i>Date</i>	/ /
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**We certify that the content of this position description is accurate:**

<b>Incumbent's Signature</b>	<i>Date</i>	/ /
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<b>Manager's Signature</b>	<i>Date</i>	/ /
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NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.