

POSITION DESCRIPTION



Position Title:	Manager Family Violence Outer Gippsland
Location:	Quantum Sale/Bairnsdale Office and the Orange Door sites including Access Points.
Reports To:	Executive Director
Hours of Duty:	As per the Employment Agreement
Salary Classification:	Salary package will be negotiated and subject to annual review
PD number:	FVTOD154

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

Vision:	Our Vision is to enrich the wellbeing of Gippslanders
Values:	Respect, Integrity, Empowerment
Our Core Values:	<ul style="list-style-type: none">• we are inclusive• we are accountable• we strive for sustainable outcomes• we are proactive• we show care• we are agile and adaptive

<p>Our Goals</p>	<ul style="list-style-type: none"> • Provide the right services and programs in the right places. • Increase access to early intervention and prevention services. • Attract, engage and invest in our people. • Build the profile of Quantum. • Achieve a sustainable business model
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<p>Primary Position Objective</p>	
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<p>Duties and Responsibilities</p>	
<p>Leading and supporting family violence practice</p>	<ul style="list-style-type: none"> • Provide supervision, support and development of the Advanced Family Violence Practice Leader. • Providing specialist secondary case consultation and technical input on complex family violence cases and perpetrator interventions as requested. • Providing specialist family violence expertise to the process of intake, assessment, and case management of responses to children's and adult's safety and wellbeing • Co-working and providing daily specialist family violence support (as requested and required) for the Advanced Family Violence Practice Leader) and Team Leaders. • Operating with autonomy and accountability in supporting specialist family violence practice. • Liaising with and providing specialist or secondary consultation to organisations and services to discuss direct service issues and ensure ongoing safety of victim survivors.
<p>Supporting system and service improvement</p>	<ul style="list-style-type: none"> • Providing sound judgement and advice on risks, priorities, practice issues and opportunities for service improvements • Participating in the monitoring and delivery of programs and projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines. • Building and maintaining positive relationships with key internal and external stakeholders to facilitate a partnership and integrated practice approach. • Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective program operations. • Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements. • Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
<p>Program Management and Development</p>	<ul style="list-style-type: none"> • Participate in the ongoing implementation, evaluation and monitoring of program service delivery requirements and contribute to future planning. • Identify and implement improvements in program service delivery guidelines and procedures. • Ensure the reporting and administration requirements of the program and organisation are completed accurately and on time. • Coordinate the selection and induction of program staff. • In consultation with the Executive Director ensure the program is represented at relevant local, regional and state forums and networks. • Contribute to budgetary planning.

	<ul style="list-style-type: none"> • Monitor program performance against budgets ensuring program expenditure is aligned with budgetary expectations.
Client Service Delivery	<ul style="list-style-type: none"> • Provide leadership to staff in delivering quality value-based services to clients. • Ensure quality service provision occurs in accordance with agency policy and program guidelines. • Provide all program staff with case consultation to assist in the resolution of complex client issues. • Coordinate all aspects of service delivery activities in ensuring program staff effectively respond to client needs. • Respond to and manage client and other stakeholder complaints in line with Quantum policy. • Participate in the ongoing implementation, evaluation and monitoring of program service delivery requirements and contribute to future planning. • Be available and participate in the Client Services Back Up On Call roster
Staff Support	<ul style="list-style-type: none"> • Provide formal supervision to Team Leaders and other direct reports. • Coordinate induction and training of new staff and relievers. • Facilitate annual program staff reviews, including performance development. • Provide or facilitate staff debriefing when required. • Assist information flow between management and program staff.
Community Development & Networking	<ul style="list-style-type: none"> • Participate in, and coordinate, community development activities including dissemination of information to other agencies, community groups, local governments, etc. • Work cooperatively with other agencies in maintaining an effective service delivery system for clients.
Agency Participation	<ul style="list-style-type: none"> • Ensure the implementation of the Client Incident Response risk management policy including participation on the Client Incident Response roster at Quantum sites. • Quarterly client file audits, more if required. • Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews. • Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Executive Director. • Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. Including participating on internal governance and operational groups. • Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. <p>Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.</p>
Administration	<ul style="list-style-type: none"> • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act. • Carry out necessary administrative tasks, including: <ul style="list-style-type: none"> • Compiling reports monthly or as requested. • Daily & monthly collection of data for both internal and external purposes. • Completion of relevant forms in accordance with Quantum policies and procedures. • Performing tasks such as filing & correspondence. • Maintaining accurate records. Maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.

General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> • Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. • Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
Knowledge and skills	<ol style="list-style-type: none"> 1. Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve collaborative, multi-agency practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance collaborative, multi-agency practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change. 2. Expert knowledge and experience working in specialist family violence social services leadership roles: has established expertise and capability to lead and embed specialist family violence practice and perpetrator interventions across a multidisciplinary team; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children; knowledge and understanding of child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and perpetrators of family violence; has experience working with Victoria's diverse communities. 3. Stakeholder partnerships: identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; find innovative solutions to resolve stakeholder issues. 4. Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environments; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation. 5. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.
Personal qualities	<ol style="list-style-type: none"> 1. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises. 2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions

	<ol style="list-style-type: none"> 3. Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment. 4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
Specialist Expertise	<ul style="list-style-type: none"> • A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required. • Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • Professional clinical experience and relevant qualification(s) in social work, welfare, psychology or a related discipline is essential. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.

Conditions of Employment	
Required	<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Compliance with Quantum’s Child Safe Standards • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. • The successful applicant is required to comply with the policies of Quantum Support Services Inc. • This position is subject to an annual Review.

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Document Tracking	Version	Issue date	Review Date
Created	1.	6 th September 2021	6 th September 2024