

POSITION DESCRIPTION



Position Title:	Manager - Care Services
Location:	Flexible working arrangements with travel to all Quantum sites as required
Reports To:	General Manager Therapeutic & Family Services
Hours of Duty:	As per the Employment Agreement
Salary:	Total Remuneration Package
PD number:	CF028

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 four sites (Bairnsdale, Sale, Morwell, and Warragul) 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:	<ul style="list-style-type: none"> • To be the Leading Community Service Provider in Gippsland – All Gippslanders deserve a SAFE home
Values:	<ul style="list-style-type: none"> • Respect, Integrity, Empowerment, Diversity
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"> • Increase access to safe and affordable Housing for all Gippslanders • Provide services tailored to the needs of our clients with the aim to empower them to meet their goals. • Gippsland employer of choice - Attract, engage, and invest in our people. • Advocacy, Leadership and innovation for improved community services, housing options and outcomes for Gippslanders • Build the Quantum brand across the Gippsland community. • Strive to achieve a sustainable business model which focuses on continuous improvement and reinvestment to improve and expand service delivery
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Primary Position Objective	
	<ul style="list-style-type: none"> • Lead and ensure high level compliance for Care Services standards and regulations, driving innovative planning and support for children and young people residing in foster care, kinship care, targeted care, and other care arrangements provided by the program. • Lead, develop and oversee the implementation of trauma informed therapeutic responses to children and young people in care. • Lead, develop and oversee wellbeing initiatives which support program staff and carers. • Lead and support innovative foster carer recruitment campaigns to grow the Foster Care program for Quantum. • Inform advocacy related to child and carer, staff and program need in Gippsland.

Duties and Responsibilities	
<p>Program Management and Development</p>	<ul style="list-style-type: none"> • Provide high quality leadership and direction to Team Leaders and direct reports in order to oversee the operations of Quantum’s Care Services programs • Manage all service delivery activities of staff within Care Services, including the Foster Care Compliance and Carer Recruitment team. • Coordinate and in consultation with the General Manager conduct program planning, review and development. • Ensure morale of the staff is a key focus and encourage a positive team building approach to service delivery. • Lead the ongoing implementation, evaluation and monitoring of program service delivery requirements, including performance against targets, and contribute to future planning. • Identify and implement improvements in program service delivery guidelines and procedures. • Ensure regulatory compliance and other 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 General Manager ensure the program is represented at relevant local, regional, and state forums and networks • Monitor program performance against budgets ensuring program expenditure is aligned with budgetary expectations.
<p>Client Service Delivery</p>	<ul style="list-style-type: none"> • Provide leadership to Team Leaders and staff in delivering high quality services to clients utilising a trauma informed and advantaged thinking framework in accordance with agency policy and program guidelines. • Coordinate all aspects of service delivery activities in ensuring program staff effectively respond to client needs. • Ensure the effective operation of the program's after-hours service. • Participate in the afterhours back up on-call service.
<p>Staff Support</p>	<ul style="list-style-type: none"> • Provide formal supervision to Team Leaders. • Facilitate annual reviews for Team Leaders and direct reports.

	<ul style="list-style-type: none"> • 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"> • Participate in regular supervision, review and individual planning, including the identification of training needs provided by the General Manager Therapeutic and family services. • Participate and operate effectively within a team environment and attend and contribute to team meetings and agency staff meetings. • 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. • 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. • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.
Administration	<ul style="list-style-type: none"> • Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants • Maintaining accurate records. • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
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	
	<p><u>Service Coordination</u></p> <ol style="list-style-type: none"> 1. Demonstrated working knowledge of the Child Protection, Children's Court and Care Services systems and the intersectionality with other key systems contributing to the safety and stability outcomes for children and young people. 2. Demonstrated understanding and experience of working with children, young people, their family, and carers in the context of Care Services. 3. Demonstrated understanding of Government reform agenda in the area of Care Services, including understanding of Child Safe Standards, Charter of Rights for Children in Care, Reportable Conduct Scheme and Client Incident Management System. 4. Demonstrated experience in leadership including the capacity to lead and support staff groups utilising contemporary leadership practices. 5. Demonstrated ability to contribute to the planning, monitoring and evaluation of human service programs, with particular focus on compliance with regulatory requirements and standards associated with Care Services – Foster Care and Kinship Care.

	<ol style="list-style-type: none"> 6. Excellent communication and interpersonal skills that are versatile and can be appropriately used when working with colleagues, Government Departments, and community organisations. 7. Demonstrated ability to understand, monitor and manage program budgets effectively, including oversight and achievement of service agreements and related performance monitoring. 8. An understanding of the social and political issues impacting on Quantum client groups and the community sector. 9. Demonstrated experience and knowledge of case management practices and the ability to support staff in resolving complex case issues. 10. Experience in providing formal and informal supervision to program staff. 11. An understanding and knowledge of the wider service system and the ability to develop and strengthen relationships with other sector agencies as well as universal community supports to enhance a coordinated response to client needs. 12. Demonstrated high level of report writing skills.
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Mandatory Qualifications

	<ul style="list-style-type: none"> • Tertiary qualification in a related field, Degree level preferred, however Diploma with extensive experience in the field including leadership experience will be considered. • 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.
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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. • This position is considered an ‘authorised worker’ and is therefore subject to the Chief Medical Officers mandate that workers be vaccinated for COVID-19. It is therefore an inherent requirement of the role that the incumbent is fully vaccinated in accordance with that advice which may vary over the course of employment.
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Document Tracking	Version	Issue date	Review Date
Document created	1.	29 th July 2022	28 th July 2025