

Role Profile

Position	
Position Title	Senior Manager – Family Services
Business Unit/Program	Operational Services
Relationships	
Reports to:	Executive Director Operations
Direct reports:	Program Manager – Family Services x 2 Program Manager – Family Mental Health Support (ROAR) Nominated Supervisor – Family Day Care (FDC) Nominated Supervisor – Out of School Hours (OOSH)
Purpose of the Position	
The purpose of this position is to provide management support, oversee the operations, contribute to and provide strategic leadership to the organisation and programs under your direct responsibility.	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Ensure the effective use of resources to deliver a range of quality services and programs across the region. • Plan and design innovative strategies and projects that meet the needs of rural and regional communities, families and individuals and manage these through to delivery. • Prepare detailed and relevant reports and funding submissions as required. • Oversee the development, monitoring and evaluation of operational program plans in line with the organisations strategic plan. • Actively source opportunities to build and develop the Children and Family Services • Support student placements
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure that all services and programs meet contractual requirements. • Ensure relevant program reports are made to the CEO and Board as required. • Implement and monitor quality improvement and risk management framework • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and procedures to enhance program functions • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Participate in the recruitment and selection of employees and/or volunteers

	<ul style="list-style-type: none"> Supervise, support and build capacity in staff and/or volunteers to perform their role well Organise and chair regular team meetings to discuss progress, issues, planning and professional development 		
Financial	<ul style="list-style-type: none"> Preparation of budget in consultation with the Executive Officer Analysis and monitoring of income, expenditure and budgets within respective portfolios Authorisation of expenditure within budgets, consistent with delegations 		
Work, Health and Safety	<ul style="list-style-type: none"> Understand and comply with WH&S policies and procedures and legislative requirements Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> Develop and maintain effective relationships with key stakeholders Champion the values and principles of Intereach within all aspects of our work Become familiar with all programs across the business Actively promote Intereach services and programs within the broader community Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	3
		Focus on results	3
	Partnership	Managing relationships	3
		Working as a team	3
	Social Justice	Acts courageously	3
Respects and values differences		3	
Selection Criteria			
Essential	<ul style="list-style-type: none"> Experience in management within a community sector/services environment Strong leadership skills and demonstrated experience in program management including planning, implementation and evaluation Demonstrated ability to provide strong leadership and support for staff in an individual and team context Supporting families within a case management framework Highly developed oral, written and interpersonal communication skills Highly developed organisational and time management skills 		

	<ul style="list-style-type: none"> • Demonstrated skills and experience in strategic planning, program planning, implementation and evaluation • Capacity to build and maintain strong working relationships with key stakeholders, to build and participate in effective partnerships for the benefit of community, clients, programs and organisation • Solid understanding and working knowledge of issues facing vulnerable and hard to engage families • Knowledge of government funding policies and processes, experience in tender writing and in meeting accountability requirements
Desirable	<ul style="list-style-type: none"> • Experience working within or managing a childcare service • A tertiary qualification in Children’s Services, Social Work, Community Services or Management (or equivalent)
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current drivers licence • Current Criminal Record Check or willingness to undergo check • Working with Children Check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	