 Position Description

**ROLE**                Program Manager

Being a woman is a genuine requirement for this position under Section 31.2H of the Anti-Discrimination Act 1977

**SECTION**            Eurobodalla Domestic and Family Violence Homelessness Service

**RESPONSIBLE TO**        SEWACS Manager

**STATUS**           Permanent part time after 6 month probationary period

**LOCATION** Moruya, NSW

**HOURS** 32 hours per week (4-5 days per week) neg.

**TERMS & CONDITIONS** Employment conditions as per Social, Community, Home Care and Disability Services Industry Award 2010. For more information:

<http://www.fwa.gov.au/documents/modern_awards/award/ma000100/default.htm>

**ABOUT SOUTH EAST WOMEN AND CHILDREN’S SERVICES**

South East Women and Children’s Services (SEWACS) is a feminist, community organisation providing innovative, holistic, client-focussed homelessness, domestic violence and youth support services across Bega Valley and Eurobodalla Shires.

By working toward eliminating homelessness and domestic and family violence,

SEWACS strives to create a community where all people are treated with respect and can live in a safe and secure environment.

**THE POSITION**

Working closely with management and staff, the Program Manager plays a key role leading staff and managing the operations of the Eurobodalla Domestic and Family Violence Homelessness Service, ensuring high quality and dynamic services are provided which contribute to a safer community and assist individuals and families to build a strong and sustainable future.

The Program Manager oversees the coordination and administration of all aspects of the funded service including planning, organizing, staffing, leading, and monitoring program activities.

The integrated service is achieved through crisis response accommodation (SEWACS Moruya Refuge), outreach support, early intervention programs, active and integrated case management, coordination of services, community linkages, support, advocacy and referral, and rapid rehousing assistance for women and children who are homeless or at risk of homelessness due to domestic and/or family violence.

The Program Manager supervises seven caseworkers including a male outreach caseworker who works with men at risk of homelessness in Eurobodalla.

The Program Manager also works at a strategic level and with other services to ensure men, women and children at risk receive a coordinated response and are supported to maximise their safety.

The Program Manager achieves this through:

* Providing strong program leadership
* Promoting positive relationships and a professional and effective team through supportive management and supervision;
* Providing direct case management and crisis intervention
* Building collaborative working relationships within SEWACS and externally with relevant agencies and stakeholders.

**THE BENEFITS**

* Professional development opportunities
* Salary packaging is available to all staff
* Paid 30 mins lunch break daily
* Gratis days over Christmas
* Professional external supervision

**RESPONSIBLE TO**

The Program Manager is responsible to the Regional Manager.

**POSITIONS UNDER SUPERVISION**

All staff, students, contractors, and workers engaged in provision of any work within the Program.

**DUTIES**

**Staff Management**

* Work with the Regional Manager on the selection, recruitment and orientation of new staff
* Coordinate and monitor staff workloads, work schedules and rosters
* Convene and coordinate weekly staff meetings and other meetings as required
* Ensure that staff fulfil the requirements of their position descriptions and advise the Regional Manager on matters relating to staff
* Ensure regular and appropriate orientation, supervision, training, support and debriefing (as required) are provided to staff
* Participate in supervision and staff performance appraisals with the Manager
* Ensure accuracy of staff time sheets and authorise leave requests for Manager approval

**Program Management**

* Operates a busy crisis accommodation service
* Attend fortnightly Program Manager/ Regional Manager meetings or as required (travel may be required)
* Maintain, monitor and report all program data
* Provide effective case management to clients
* Work with the Regional Manager to develop and monitor the program budget
* Undertake the preparation of program reports, plans and submissions in consultation with the Service Manager
* Monitor petty cash
* Adhere to Delegation of Authority regarding approval of spending limitations
* Maintain records of the activities undertaken within the program and provide a monthly report to the Manager
* Report to the Regional Manager all problems or issues that are/or may inhibit the smooth operation of the service
* Provide direct weekly case management, early intervention and crisis management

**Service Development**

* Undertake regular supervision with staff and debriefing on a needs basis
* Ensure all people seeking assistance from the program are assessed using SEWACS Policy & Procedures including Access & Equity & Eligibility Criteria

**General**

* Understand and implement the principles of working as a member of a team
* Undertake tasks as directed by the Manager
* Ensure the program runs effectively and efficiently on a day to day basis including efficient rostering including on-call and employment of relief staff
* Be prepared to work in roles across the service as required by the Manager
* Actively represent the service at interagency meetings, forums etc.

# SELECTION CRITERIA

**NOTE: To be considered for an interview please ensure you respond to each selection criteria by demonstrating your experience, knowledge &/or transferable skills regarding each point.**

**Essential:**

* Tertiary qualifications in social work or equivalent preferred, or experience in relevant field
* Proven leadership and high level staff management and strong team building skills, ideally gained in the domestic violence/homelessness sector
* Demonstrated ability to manage day to day operations of busy crisis accommodation and outreach services
* Extensive experience managing staff and working with clients and stakeholders in a community setting
* Demonstrated effective crisis, early intervention and complex case management using feminist, strength-based and holistic approaches
* Integrated understanding of specific issues for marginalised clients (Aboriginal women, women from culturally and linguistically diverse (CALD) backgrounds, LBGTQI, women with disabilities and children experiencing domestic or family violence)
* Excellent verbal and written skills (communicate at all levels, produce high quality client case notes and reports, meeting facilitation, public presentation, supervision and debriefing)
* Highly developed skills in conflict resolution, negotiation and advocacy and handling ‘difficult conversations’
* Excellent time management and work prioritisation skills with ability and willingness to work flexibly and alone as well as part of a team
* Well-developed administrative, data collection and financial systems skills
* Knowledge and understanding of the Child Protection Legislation, in particular ‘Keep them Safe’
* Excellent technology skills
* Current Drivers Licence
* Willing and able to work flexible hours, weekends and on-call as required

**Desirable:**

* Experience in policy development, program design, resource development, funding submissions and strategic planning
* Understanding of WHS Act 2010
* Familiarity with CIMS data collection
* Willing and able to attend professional development as requested

**Other Requirements for the Position**

* Working with Children Check <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>
* National Police Check <https://www.nationalcrimecheck.com.au/police-checks-individuals>
* Current First Aid Certificate

**Please provide in your application**

* A cover letter
* Relevant information addressing the selection criteria (listed above)
* The names and contact details of two recent work referees
* A current resume

For further information please contact:

Julie Dannevig

Regional Manager

02 4474 3226 / 0447 150 590 [manager@sewacs.org.au](mailto:manager@sewacs.org.au)

Applications for this position should be emailed to the Regional Manager by:

5pm Friday 23rd March 2018