



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	Staying Home Leaving Violence (SHLV)
RESPONSIBLE TO	SEWACS Regional Manager
STATUS	Permanent part time after 6 month probationary period
LOCATION	Bega, NSW
HOURS	32 hours per week (4 days per week).
TERMS & CONDITIONS	Employment conditions as per Social, Community Home Care and Disability Services Industry Award (SCHCAD) 2010 Level 6 For more information: http://www.fwa.gov.au/documents/modern_awards/award/ma000100/default.htm
RESPONSIBLE TO	

The Program Manager is responsible to the Regional Manager.

ABOUT SOUTH EAST WOMEN AND CHILDREN'S SERVICES (SEWACS)

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

Program Manager will work with the SHLV team to ensure that the most appropriate and effective services are provided to women and children who have separated from a violent partner or family member, but choose to remain in their own home, or a home of their choice.

The Program Manager will report directly to the Regional Manager and will oversee the coordination and administration of all aspects of the funded service including planning, organising, staffing, leading and monitoring program activities.

The Program Manager supervises one caseworker. They may also supervise students. A major component of the position is to fulfil funding obligations. This is done by working collaboratively within your team and actively case managing clients.

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

- Attend program manager meetings.
- Undertake case management supervision with staff.
- Understand and implement the principles of working as a member of a team.
- Be non-judgemental and accepting of all clients from all cultural backgrounds.
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.
- Ensure the program runs effectively and efficiently on a day to day basis including efficient rostering and employment of relief staff.

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.

Administration

- Be aware of relevant legislation and mandatory obligations on all issues pertaining to women and children, particularly Child Protection legislation, interagency guidelines and legal responsibilities for reporting children at risk.
- Adhere to all Work Health & Safety policies and procedures.
- Maintain monitor and report all project data.
- Work with the Regional Manager and Office Manager to develop and monitor the project budget.
- Work with the Regional Manager in the preparation of project reports, plans and submissions.
- Undertake tasks as directed by the Regional Manager or the management committee of the service.
- Approve spending of up to \$500 before requiring approval from Regional Manager.
- Check staff petty cash reimbursements.

- Ensure accuracy of staff timesheets and leave records.
- Actively represent the service at interagency meetings and forums.

Service Delivery

- Ensure the project runs effectively and efficiently on a day to day basis.
- Supervise assessment of people seeking assistance from the service.
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients. Be non-judgemental and accepting of all clients from all cultural backgrounds.
- Maintain records of the activities undertaken within the project and provide a monthly report to the Regional Manager.
- Identify and report to the Regional Manager problems or issues that are/or may inhibit the smooth operation of the service.
- Be familiar and conversant with the Policy and Procedure Manual.
- Ensure all people seeking assistance from the program are assessed using SEWACS Policy & Procedures including Access & Equity & Eligibility Criteria
- Ensure that information on relevant community resources is available to clients.
- Assist clients (and their children) to identify their needs and goals, and to develop a support plan to achieve those goals.
- Support and assist clients to carry out their support plan, and monitor and review the plan in line with the service case management policy and procedure.
- Provide an information and referral service to non-government and statutory organisations, community organisations and individuals when requested.
- All work must be carried out in accordance with the current policies, procedures, guidelines of the association, common law and funding agreement guidelines.
- Assess the appropriateness of referrals, both to and from the service.
- Effectively communicate, both orally and in writing, at all levels.

Public Relations

- Attend meetings as requested by the Regional Manager.
- Take part in community development projects and structural advocacy activities as required.
- Work within a feminist framework and have a commitment to empowering women and children.
- Adhere to the code of conduct.
- Maintain strict confidentiality AT ALL TIMES.
- Attend and actively participate in work related conferences, meetings and training courses as required, some of which may be outside the local area and require overnight stays.
- Actively represent the service and lobby for change on issues affecting the safety and role of women and children at relevant meetings and groups.
- Develop and maintain networks and linkages with relevant community and departmental agencies and individuals.
- Undertake tasks as directed by the Regional Manager.
- Engage in service promotion and education activities.

DUTIES

Staff Management

- Work with the Regional Manager on the selection, recruitment and orientation of new staff.
- Work collaboratively and respectfully with all SEWACS staff and Management.
- Coordinate and monitor staff workloads and work schedules.
- 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 Regional Manager.
- Ensure accuracy of staff time sheets and authorise leave requests for Regional Manager approval.

Program Management

- Manage a busy outreach 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 and Office Manager to develop and monitor the program budget.
- Undertake the preparation of program reports, plans and submissions in consultation with the Regional 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.

Service Development

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

Skills and experience required

Essential

- Sound knowledge of issues pertaining to domestic violence.
- Awareness of the specific issues arising for women and children who are or have experienced domestic and family violence and identify as First Nation people, from a non-English speaking background, LBTQI, women with disabilities.
- An awareness of cross-cultural issues.
- Good interpersonal skills, including the ability to engage clients and show empathy.
- An ability to access community language interpreters when required.
- Excellent communication skills including ability to communicate effectively with clients and other service providers.
- Knowledge of the legislative importance of and skills at maintaining case notes.
- Skills in negotiation and advocacy.

- An awareness of the main symptoms of mental health problems.
- An ability to communicate effectively with children.
- An understanding of family dynamics and domestic violence issues.

THE BENEFITS

- Professional development opportunities
- Salary packaging is available to all staff
- Professional external supervision

SHLV PROGRAM MANAGER SELECTION CRITERIA

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

The position will involve managing the Staying Home Leaving Violence program as well as providing case management support to clients.

Essential:

- Tertiary qualifications in social work or equivalent preferred, or experience in a relevant field
- A minimum of two years' experience working within the domestic violence field.
- Proven leadership and high-level staff management and strong team building skills, ideally gained in the domestic violence sector.
- Demonstrated ability to manage day to day operations of a domestic violence specialist service.
- Extensive experience working with clients and stakeholders in a community setting.
- Demonstrated effective crisis, early intervention and complex case management using feminist, strength-based, trauma-informed 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'.
- Well-developed time management skills.
- The ability to balance and prioritise administrative work with client work.
- Well-developed administrative, data collection and financial systems skills, including reporting to funding authorities and to the regional Manager as required.
- Knowledge and understanding of the Child Protection Legislation, in particular 'Keep them Safe'.
- Knowledge and understanding of the use of technology in keeping women and children safe.
- Current Drivers Licence.

Desirable:

- Understanding of WHS Act 2010
- Familiarity with database 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

For further information please contact:

Caroline Long, Regional Manager on 02 6492 2088 or 0428 136 196

Service information is available from our website at www.sewacs.org.au

Applications for this position should be forwarded in word format or pdf to:
caroline.long@sewacs.org.au with CONFIDENTIAL SHLV Program Manager in
subject heading or post to PO Box 921 Bega 2550

Applications Close: Tuesday 14th April at 5 pm