



Position Description

ROLE	Program Manager- job share 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 Regional Manager and Program Manager
STATUS	Permanent part time (six-month probation period)
LOCATION	Moruya, covering Eurobodalla Shire
HOURS	3 days a week, negotiable
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.

Job Description

Title of Position: SEWACS Program Manager

Purpose of the position

Program Managers will work with the existing Program Manager and the Regional Manager of the organisation to support and supervise staff within the program and coordinate the delivery of services to adults, children and young people who are homeless or at risk of homelessness.

Responsible to

The Program Manager will be responsible to the Regional Manager.

Positions under supervision

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

Duties

Staff Management

- Work with the Program Manager and the Regional Manager on the selection and recruitment and orientation of new staff.
- Coordinate and monitor staff workloads and work schedules.
- Convene and coordinate weekly staff meetings and other meetings as required.
- Ensure that staff fulfils the requirements of their position descriptions and advise the Regional Manager on matters relating to staff.
- Ensure adequate and appropriate orientation, supervision, training, support and debriefing 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

- Attend fortnightly Program Manager/Regional Manager meetings or as required.
- Maintain, monitor, and report all program data.
- 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 Regional Manager.
- Report to the Regional Manager all problems or issues that are/or may inhibit the smooth operation of the service.

Service Development

- Undertake case management supervision with staff.
- Ensure all people seeking assistance from the program are assessed against SEWACS Policy & Procedure including Access & Equity and Eligibility Criteria.

General

- Understand and implement the principles of working as a member of a team.
- Undertake tasks as directed by the Regional 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 Regional Manager

Skills and Experience

- A minimum qualification of Degree in Social Work, or equivalent or appropriate experience
- An integrated awareness of the specific issues arising for; Aboriginal women, women from Culturally and Linguistically Diverse (CALD) background, LGBTIQ, women with disabilities and children experiencing domestic violence
- A demonstrated ability to manage a community-based program including staff, projects, administration and financial systems
- Highly developed skills in negotiation and advocacy
- A strong motivation and commitment to the principles of case management
- Excellent communication skills including the ability to communicate effectively with clients and other service providers, and document case work
- To work effectively and respectfully with clients where appropriate.

This is a job share position and in collaboration with the other program manager will involve some client work. Details of the case worker job description is listed below.

DUTIES

- Assisting clients who have complex support needs with practical support to secure safe housing. This includes completing paperwork for/with the client.
- To work in the community providing outreach services safely to the client and yourself.
- To work in a busy crisis accommodation service, and prioritise the workload.
- To work with women and children who have experienced DV and trauma in the refuge and also in the community at night.
- Provide comprehensive case management support to clients including crisis intervention and longer term wrap around services to stabilize clients.
- Provide ongoing practical and emotional support for clients, this includes providing advocacy for clients as required.
- To provide on-call phone support
- Prepare, document and implementation case plans for every clients and the coordination of other services to support the client.
- Provide an information and referral service to non-government and statutory organisations, community organisations and individuals when requested
- Maintain the CIMS database and ensure accurate up to date and concise information is recorded for all clients
- Assess the appropriateness of referrals, both to and from the service. If necessary consult with other staff

- Organise and facilitate lifestyle skill skills within the Refuge, support women and children to develop routines, (eg healthy dinner preparation, homework school support)
- Develop support groups
- Attend and present at network meetings.
- Transport adults and children in service vehicles to relevant agencies where appropriate

RESPONSIBILITIES

- Be actively informed of all SEWACS policy and procedures
- Maintain strict confidentiality at all times
- Understand and implement the principles of working as a member of a team
- Aim at all times to keep women and children safe from domestic and family violence.
- 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
- Carry out work in accordance with the current policies and procedures of SEWACS, guidelines of the association, common law and funding agreement guidelines.
- Be aware of and adhere to relevant legislation and mandatory obligations pertaining to adults and children. In particular, Child Protection legislation, Interagency Guidelines and legal responsibilities for reporting children at risk
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients
- Develop and maintain networks with relevant community and departmental agencies and individuals.
- Undertake tasks as directed by the Program Manager and Regional Manager
- Participate in community development projects and structural advocacy activities as required
- Have a commitment to empowering women and children
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the work place
- Actively represent the service and lobby for change on issues affecting the safety of women and children

COMMUNICATION

- Keep written records and statistics of all clients accessing the service
- Participate in the evaluation and implementation of SEWACS Strategic and Operational Plans
- Bring to staff meetings and if necessary to the Regional Manager issues that may inhibit the smooth operation of the service
- Participate in internal and external supervision and annual (or as otherwise directed) worker appraisals
- Attend meetings as requested by the Program Manager and Regional Manager

- Work collaboratively and respectfully with all SEWACS staff and management

SELECTION CRITERIA

The selection criteria points must be addressed individually for your application to be considered.

Interview selection will be based on the following selection criteria:

Essential skills and experience required:

- High regarded but not essential is a tertiary qualification in Social Sciences or appropriate extensive experience. A minimum qualification of Diploma Community Services Welfare or equivalent.
- Demonstrated knowledge of working with homeless people or people at risk of homelessness due to domestic and family violence.
- Be confident to work in the evenings at the refuge and at supported accommodation to support women and children's leaving Domestic and Family violence.
- Ability be responsive and work in busy crisis accommodation service and prioritise the workload of multiple clients.
- Be available to work flexible evening hours, work on-call as required and on weekends.
- Demonstrated knowledge of housing and securing tenancies.
- Strong case management skills and working with complex issues.
- Awareness of the specific issues arising for Aboriginal people and people from non-English speaking background, women with disabilities and children experiencing domestic violence
- Strong communication skills and the ability to work with a diverse range of staff, clients and other service providers
- Comprehensive computer skills in email, data entry and word documents.
- Ability to work safely providing outreach services.

Other Requirements:

- Successful 'Working with Children' and Criminal History Police Checks
- Current Drivers Licence
- Undertake a 6 month probationary work contract.
- Be available to work flexible evening hours, work on-call as required and as an emergency on weekends.
- Able to attend training as requested.

Please provide:

- names and contact details of two recent work referees
- a cover letter
- a current resume

For further information please contact:

Applications for this position should be forwarded in word format or pdf to caroline.long@sewacs.org.au with CONFIDENTIAL Euro PM job share position in subject heading.

Applications close: 11 June 2023