

Position Description

Title:	Manager, Walking Together IFS (Intensive Family Services)
Position Number:	20596
Agreement Coverage:	RASA Management Enterprise Agreement 2015
Classification Level:	Grade 7
Teams:	RASA Children's Services, UCWB, KWY and Bookyana
Reports To:	General Manager Children's Services
Primary Location:	Hindmarsh

Primary Objective

Walking Together IFS (Intensive Family Services) is funded as part of the South Australian child protection reforms and reports to a consortium consisting of RASA, UCWB, KWY, and Bookyana. The Walking Together Consortium understand that seamless client pathways across different programs and multiple agencies relies on strong partnerships between professionals and organisations. This new program is designed to ensure vulnerable families in the Western region of Metropolitan Adelaide receive the necessary assistance early enough to safeguard children's wellbeing and alleviate child protection concerns. A core function of the program is to ensure tailored and coordinated services for families and children at risk of child protection interventions.

The *Manager Walking Together IFS* is responsible for the delivery of high-quality services, through strong collaborative partnerships with stakeholders, government departments and community service organisations. A key function of the Manager position will be to enable effective multiagency collaboration and the role will need to be able to identify and overcome service coordination roadblocks.

The Manager will be responsible for the operational management of the Walking Together team. Each Walking Together team member will be employed by a different consortium agency but report to the Walking Together manager. It is a key responsibility of the Manager to ensure that Walking Together team members have strong relationships with their Walking Together colleagues as well as strong partnerships with the allied services in their employing agency. This structure is designed to ensure that Walking Together staff are able to facilitate client access to the diverse services available in employing agencies.

The manager will need to be familiar with and committed to leading a service that is consistent with Restorative Practices, Family Lead Decision Making, Trauma Responsive Case Management and a Child Centered Practices.

Position Responsibilities

- Provide direct support and direction to the team members that includes staff formally employed in different consortium agencies.

- Lead the development, implementation and evaluation of high quality services which respond to the needs of vulnerable families and their children.
- Provide operational advice, support and analysis to the General Manager Children's Services and the consortium executive group for the long term management of intensive family services.
- As a member of the management team, contribute expertise in strategic thinking, operations and complex case management matters.
- Clearly and effectively communicate, support and promote to others strategies developed and agreed by the Walking Together Consortium.
- Ensure effective industry partnerships and collaborations to achieve service outcomes by building a positive image and reputation of Walking Together IFS, and effectively representing the Walking Together Consortium on relevant bodies and networks as required.
- Maintain industry and sector knowledge and remain abreast of research and developments in child protection reforms, child safe environments and best practice in early intervention.
- Design and provide training and consultation in the area of early intervention, family led decision making, child centred approaches, trauma responsive support.
- Be responsible for the management of complex cases and ensure that specialist support is provided where necessary.
- Lead an effective team that is empowered and encouraged as far as possible to be self-directing.
- Actively participate and contribute to the development of promotion materials and reports as required
- Encourage and support the use of innovation and systems to ensure efficient and effective operations.
- Know and adhere to government contract guidelines and targets (both financial and non-financial) and implement action plans where these are not being met.
- Manage program budgets and proactively manage any budget variations.

Qualifications and Experience

Essential

- A Bachelor degree (AQF Level 7) in social sciences or humanities or related field.
- Prepared to undertake a Qualification in Family Group Conferencing.
- Significant experience in program management and leadership of teams.
- Extensive experience in child protection systems and services.
- Significant experience in contract management.

Desirable

- Significant experience in delivering intensive case management programs and/or services.
- Significant experience in the development and delivery of new programs.
- Post graduate study in a related field.

Skills, Knowledge and Abilities

- Knowledge of the South Australian Child Protection Services.
- Knowledge of universal holistic risk screening and the DOORS tools.
- Sound knowledge of and skills in Restorative Practice.
- Advanced skills in collaborative complex case management.
- Knowledge of societal trends and issues in relation to reforms in SA Child Protection laws and systems.
- Knowledge of issues relating to trauma, child abuse and neglect and the impact of intergenerational trauma.

- Sound understanding of community engagement approaches and assertive outreach processes in working with disadvantaged groups and countering discrimination.
- Skills in developing, monitoring and evaluating programs.
- Knowledge of supporting and working with people of diverse backgrounds, value systems, cultural differences and special needs.
- The ability to work competently in the Microsoft Windows environment.
- Commitment to a high level of partnership with government and non-government agencies, and other key stakeholders.
- Commitment to services, program planning and reviews that are culturally appropriate to Aboriginal and CALD communities.
- High level interpersonal skills, including sensitivity, diplomacy, and the ability to negotiate, mediate and manage human resources effectively.
- A high level of oral and writing skills including the preparation of reports, reviews, plans and supporting information for tenders.

Requirements

- Current valid driver's license.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct reports

- Intake, Assessment and Triage (1.FTE)
- Family Practitioners (3. 6FTE)

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

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| Diversity | <p>We believe that human diversity contributes to a rich and vibrant society.</p> <p>We recognise the importance of culture in the lives of individuals and value cultural diversity.</p> <p>We believe in each person's expression of their spirituality and the importance of all religions.</p> <p>We respect the diversity of relationships between and in individuals, families and communities.</p> |
| Respect | <p>We believe in the unique and innate worth of all individuals.</p> <p>We value the right of all people to live in safety and be treated with respect.</p> <p>We support an equitable, just and non-discriminatory society.</p> <p>We believe in the importance of living in harmony with our environment.</p> |

- Belonging** We recognise the importance of a sense of connection and belonging in people’s lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.
- Learning** We believe that people should have the opportunity to learn and change throughout their lives.
We value people’s right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
