



POSITION DESCRIPTION

June 2016

Position	Project Manager – Keeping Safe Together
Program Stream	Integrated Family Violence Services
Employment Period	Full time – 12 month fixed term position
Exemption	VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
Reports to	Director - Integrated Family Violence Services
Remuneration	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 5, plus 9.5% superannuation. Personal use of a service vehicle and generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement.
Located	Office locations in Wyndham and Melton as well as Women's Health West, 317-319 Barkly Street, Footscray Vic 3011. The position holder is expected to work flexible hours including out of business hours.

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The project manager Keeping Safe Together reports to the director of integrated family violence services (IFVS) and is part of the senior leadership team at WHW. Drawing on sound leadership skills and high-level program management skills this position is responsible for leading and managing a new and innovative therapeutic demonstration project funded by the Department of Health and Human Services in partnership with LifeWorks, the Bouverie Centre and other local agencies. The position also supervises a number of therapeutic practitioner positions and is responsible for providing client-focused supervision and operational management support to her direct reports to ensure the delivery of a high quality 'whole-of-family' therapeutic support service. The manager has strong working links with key community and partner agencies and oversees effective project management processes in order to deliver a successful program. She is also expected to provide leadership at WHW to ensure collaboration and integration within,

across and between WHW/LifeWorks programs and services to achieve organisational goals and objectives.

Key Result Areas and Responsibility

Establish, lead and manage the new ‘Keeping Safe Together’ therapeutic demonstration project in Wyndham and Melton in collaboration with key partner organisations.

- Contribute to, influence and implement the design of a new evidence-informed, whole-of-family therapeutic case management model and program for families experiencing family violence.
- Develop and implement a comprehensive project implementation plan for the new Keeping Safe Together project ensuring that project outcomes and targets are reached.
- Provide timely written staff and program reports or submissions to the director IFVS, the Keeping Safe Together executive group and advisory committee as necessary including the provision of project and financial reports.
- Oversee project governance including implementation of memorandum of understanding, terms of reference documents, etc.
- Oversee funding and organisational requirements to ensure these are met, including achievement of project targets, program data collection and active participation in the DHHS evaluation component of the project.
- Provide oversight of the effective delivery of therapeutic case management services, and monitor performance and compliance standards to DHHS requirements.
- Lead the development of project tools and resources such as program policies, templates and promotional material as required to ensure successful implementation.
- Implement outcomes measurement and reporting mechanisms in consultation with the executive group and advisory committee to demonstrate the effectiveness of the Keeping Safe Together project.
- Oversee project administration ensuring that project staff maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS compliance standards and legislative obligations.
- Effectively manage project financials to ensure the approved budget is met.
- Harness the experience and expertise of lead and partner agencies involved in the project to maximise lessons learned, achievement of project outcomes and service outputs.
- Performance of other duties that are required that are within the range of the employee’s skills, competency and training.

Play a leadership role in developing the capacity of Women’s Health West to operate effectively and achieve long-term growth and sustainability.

- Maintain awareness of and provide recommendations regarding the changing external and internal environment and identify risks, current and future opportunities to support WHW’s ability to achieve growth and sustainability.
- Provide timely advice and analysis to the director IFVS and executive team on emerging topics and trends related to the project.
- In conjunction with the director IFVS, participate in activities that strengthen WHW’s profile and influence within the community and improve outcomes for women and their families in the west.
- Contribute to an integrated team at WHW by working with other IFVS program managers and other WHW colleagues to identify opportunities for collaboration, cross-team work and appropriate knowledge transfer.
- Produce clear and succinct reports, briefs and presentations to support stream and organisational goals and priorities.

Provide effective human resource management for direct reports within the Keeping Safe Together project, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.

- Have responsibility for the recruitment and induction of Keeping Safe Together staff.
- Engage in and provide regular supervision tailored to the needs of each direct report to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Facilitate regular team meetings with project staff to support the development of the team and their ability to provide efficient and effective operational services.
- Undertake annual performance development and action planning, and engage in regular reviews of direct reports to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for direct reports arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu of direct reports.
- Undertake a probationary review with each new direct report and offer an exit interview to each exiting staff member in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Support and provide direction to staff responding to client critical incidents to ensure they are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Ensure equitable and adequate staff workloads and timely service delivery.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, genuineness and transparency.

Develop and maintain productive and collaborative external relationships with key community and agency partners to contribute to positive client outcomes and enhance program delivery.

- Coordinate and convene the Keeping Safe Together project advisory committee meetings and clinical practice meetings with key partners.
- Monitor and report on the implementation of project activities to the project steering committee, seeking feedback and input as relevant.
- Proactively build and maintain positive relationships with agency partners, community organisations and individuals to enhance collaboration, strengthen referral pathways and improve service delivery.
- Identify, participate in and represent WHW / LifeWorks aims and interests on key family violence networks and in relevant forums in a manner that strengthens both agencies profiles and influence in the community.
- Participate in marketing activities relevant to the project, including community education and information provision to other service providers and networks as requested.

Provide effective leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Play a leadership role in program, stream, leadership and staff meetings and planning days.
- Lead team contributions to the development and implementation of organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Build, lead and actively participate in cross-stream mechanisms including professional development, relevant committees and events, designed to facilitate links within and

between Keeping Safe Together, the IFVS stream and the whole organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.

- Lead by example and actively work to progress organisational continuous quality improvement and risk management frameworks.
- Lead and engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in social work, community development or a related field and eligibility for AASW membership or other related professional body, with relevant post-graduate qualifications highly regarded.
2. Senior leadership experience in the area of family relationship and family violence service provision with experience in the management of therapeutic and case management services highly regarded.
3. A highly developed understanding of theory and practice as it relates to the provision of support services to women and children experiencing violence as well men who use violence, including those from diverse communities.
4. Effective project, program and service management experience, including development and monitoring of policies and budgets.
5. Extensive experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
6. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
7. Demonstrated experience in supervising and leading multidisciplinary teams for the successful achievement of program goals and tasks.
8. Well-developed interpersonal and communication skills that support the capacity to lead and develop staff and promote and represent WHW.
9. Well-developed analytical and conceptual skills, including the ability to plan, implement and review services.
10. Highly developed report and submission writing skills.
11. Sound computer skills including use of data base applications

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **three months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **annually** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. A128/2012.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All

incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve work health and safety.

FURTHER INFORMATION

If you have specific queries about this position, please contact the Director Integrated Family Violence Services on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' to the address below. References may be requested from those short-listed for the position.

Patrizia Favorito
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