



POSITION DESCRIPTION July 2019

Position	Manager – Family Violence After Hours
Program	Family Violence After Hours Program
Stream	Integrated Family Violence Services
Reports to	Director Integrated Family Violence Services
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
EA 2017 Classification	Level 7
Located	Women's Health West, 317-319 Barkly Street, Footscray VIC 3011

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 crisis response, case management, housing and court support. We also provide services designed to promote healing and recovery including women 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.

WHW Family Violence Enhance Response Program – After Hours

WHW provides an after-hours family violence service to ensure that an effective, integrated and quality crisis response service is available 24 hours a day, seven days a week to women and their children experiencing family violence in the western metropolitan region. The after-hours family violence program model has been designed to increase the amount of crisis response support provided in the after-hours space to enhance the organisation's responsiveness to women in crisis through a face-to-face service. The after-hours program works closely with safe steps as this the referral pathway. The program also works closely with the FVFR (family violence first response) team as both programs respond to L17 police referrals. The manager of the after-hours program will also work alongside the director to develop the new day model. The manager of the after-hours program will need flexibility in the hours their hours.

Position Purpose

The manager family violence after hours reports to the integrated family violence services director and, as part of the senior leadership team at WHW, is expected to contribute to WHW's strategic planning and participate in activities that support growth and sustainability. Drawing on sound leadership skills and high-level program management skills, this position is responsible for ensuring that WHW provides an integrated, effective and high-quality after-hours family violence service to women and children experiencing a family violence crisis in the western metropolitan region. This includes leading the development, implementation and evaluation of the enhanced after-hours services, managing budgetary responsibilities, and monitoring the program's performance against a range of compliance standards and legislative obligations. Provide

supervision and operational support to the after-hours team leaders to ensure the delivery of client-focused, trauma-informed and culturally appropriate crisis response services to women and children. Develop and maintain strong working relationships with a range of external interests. The manager family violence after hours is also expected to provide leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

Key Result Areas and Responsibility

Oversee the effective management and delivery of WHW's enhance after-hours program including planning, implementation, monitoring and review of activities specified in the integrated family violence services work plan.

- Lead the development, implementation and evaluation of the integrated family violence services work plan in relation to the enhance after-hours program to achieve the delivery of culturally appropriate services for women and children in the western metropolitan region experiencing family violence.
- In conjunction with the enhance after-hours program team leaders, develop and implement a program roster, ensuring that all shifts are adequately staffed, that there are equitable workloads and that consistent and quality service delivery is provided across all services.
- Ensure program policies and procedures are in place and provide oversight of all aspects of the enhance after-hours program (to ensure appropriate responses to referrals, risk assessments, safety plans, interim response plans, the provision of information, support and referral to other services) and monitor outcomes according to DHHS performance and compliance standards to ensure ongoing accreditation.
- Manage the enhance after-hours program budget in line with program goals and agreed targets and ensure sound financial management so that all reporting obligations and budgetary goals are met, and sustainability and appropriate development of programs achieved.
- Ensure the family violence enhance after-hours team meets all auditing requirements, DHHS standards and legislative obligations in terms of case files, triage, assessment documentation and case notes, and that all relevant data is collected to inform planning and to meet data recording requirements.
- In conjunction with the enhance after-hours team leaders, ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- In conjunction with the people and culture manager and other IFVS managers, contribute to the implementation of an integrated family violence services graduate program to support the recruitment and professional development of early career family violence workers.
- Provide written staff and program status reports to the integrated family violence services director where necessary or required.
- 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.

- Contribute to WHW's strategic planning and undertake relevant activities as described in WHW's strategic plan.
- 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 integrated family violence services director and the executive team on emerging topics and trends related to after-hours program.
- In conjunction with the integrated family violence services director, participate in activities that strengthen WHW's profile and influence within the community and improve after-hours response services for women and children in the west.
- Take a leadership role in advocating for ongoing funding from the state government to support the capacity of the enhance after-hours program to meet demand.
- Actively contribute to an integrated leadership team at WHW by working closely with other integrated family violence services program managers to identify opportunities for collaboration, cross-team work and appropriate knowledge transfer.

- Collaborate with WHW colleagues to identify current and emerging trends in family violence that impact on their areas of responsibility and support appropriate knowledge transfer and translation into their programs, projects and services
- Produce clear and succinct reports, briefs and presentations to support stream and organisational goals and priorities.

Provide effective human resource management for the enhance after-hours team, 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 enhance after-hours team leaders and ensure all staff within the enhance after-hours team are recruited and adequately trained.
- Engage in and provide regular supervision tailored to the needs of each team leader to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Facilitate regular team meetings with team leaders to support their development and their ability to provide efficient and effective operational services.
- Ensure work plans are in place for all team members and undertake annual performance development and action planning and engage in regular reviews of team leaders to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for team leaders arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu of team leaders.
- 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.
- Provide comprehensive support and information to team leaders rostered as after-hours back up consultants to ensure the effective delivery of the enhanced after-hours crisis response service.
- 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.

- Oversee the development and maintenance of effective working relationships between enhance after-hours team members and external stakeholders including Victoria Police, hospital emergency departments and safe steps to support improved outcomes for clients.
- Proactively build and maintain positive relationships with agency partners, community organisations and individuals to enhance collaboration, strengthen referral pathways and improve service delivery, particularly in relation to enhance after-hours service delivery.
- Identify, participate in and represent WHW aims and interests on key family violence networks and in relevant forums in a manner that strengthens WHW's profile and influence.
- Participate in 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 the enhance after-hours program, 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 program and 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. Leadership and management experience in family violence service provision with experience in the management of crisis support and / or case management highly regarded.
3. A highly developed understanding of theory and practice as it relates to the provision of family violence services to women and children, including those from diverse communities.
4. Extensive experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
5. Demonstrated commitment to the provision of high-quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
6. Demonstrated experience in supervising and leading teams for the successful achievement of program goals and tasks.
7. Well-developed interpersonal and communication skills that support the capacity to lead and develop staff and promote and represent WHW.
8. Well-developed analytical and conceptual skills, including the ability to plan, implement and review services.
9. Highly developed report and submission writing skills.
10. Sound computer skills including use of data base applications

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six 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 **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a child safe organisation and employment is subject to the satisfactory completion of a national Police Record Check and where required, 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.
3. 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 WH&S.
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 WH&S.

FURTHER INFORMATION

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

To apply for this position, please send your written application responding to 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.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au