

	<p align="center">REF: JOB NUMBER: 125:2010</p> <p align="center">Position Description</p>
<p>Position Title: Program Manager – Permanent Care, Adoption and Kinship Care Services</p>	
<p>LOCATION: Children, Youth and Family Services 175 – 187 Hargreaves St, Bendigo</p> <p>TENURE: Permanent</p>	<p>CLASSIFICATION LEVEL: In accordance with the St Luke's Anglicare Collective Agreement 2008. Classification and Banding SW4 Yr 2-4 \$55,775 - \$61,486 per annum</p> <p>Attractive salary packaging and tax benefits are offered with this position.</p> <p>St Luke's also offers an above award additional one week of leave per annum.</p>
<p>TIME FRACTION: 1 EFT (38 hours per week)</p>	<p>REPORTING TO: Senior Manager - Out Of Home Care</p>

PURPOSE OF THE POSITION

The Program Manager will be responsible for the management and support of the following services within the Children, Youth and Families Service area:

- Permanent Care and Adoption
- Kinship Care Services

The Permanent Care and Adoption team support permanent care placements for children who cannot live with their own family. Permanent Care workers recruit, train and support carers who are willing to provide a permanent home for children. Their work is governed by statutory orders. The team also support children who are placed for adoption and oversee adoption processes in the Loddon Mallee region.

The Kinship Care Service is a new state wide initiative that has recently been funded by the Department of Human Services to provide improved supports services to Kinship Carers. This particular Kinship care service will operate across the Loddon Campaspe catchment and will commence operation over the next 2 months.

The Kinship Care Service provides support to Kinship carers in order to enhance and build on the available informal and formal family and community supports for children living in kinship family arrangements. The service will assist extended family networks to provide the best possible kinship care arrangements for children unable to live with their own parents with the minimum level of professional intervention from the formal service system. In addition, the service will assist with the establishment, monitoring and support of the kinship care placements arranged for the most vulnerable children as a result of child protection involvement to ensure that they meet each child's ongoing safety, stability and developmental needs.

The role requires collaborative and supportive relationships with staff, supervisors/team leaders, CYFS management team and the executive management of the agency, as well as constructive relationships with other agencies, funding bodies and community stakeholders.

This Program Manager position involves the following roles:

- Overseeing service delivery
- Service planning and development
- Staff support and supervision
- Interagency service liaison
- Budget planning

ACCOUNTABILITY AND AUTHORITY (inc. key stakeholders)

This position is responsible for monitoring and ensuring contractual and legal compliance, reporting breaches as per Agency processes. They will understand the nature of risk and importance of risk management in an organisation. The manager will ensure a systematic approach to ensure knowledge of emerging trends, both demographic and legislative, is communicated to staff. Newly emerging issues should be proactively researched and plans established to address these; including identified performance measures built into planning and measured on a routine basis. Emerging community needs should be systematically identified and plans put into place to establish support mechanisms in a timely and sustainable manner.

This position reports directly to the Senior Manager of Out of Home Care. Under the direction of the Senior Manager, the Program Manager will be responsible for the oversight of the Permanent Care, Adoption and Kinship Care Services.

Internal stakeholders include:

- Children, young people and their families
- Community carers
- Child, Youth and Family Services staff
- St Luke's Management Team and Board

External stakeholders include:

- Natural families of children in kinship placement
- The Department of Human Services through its Child Protection Unit and Placement Coordination Unit
- Kinship caregivers of children in placement
- Local and State Indigenous Community Groups, including the Victorian Child Care Agency (VACCA) the Bendigo District Aboriginal Cooperative, and the Njernda Aboriginal Cooperative
- The communities to which the families connect through family, employment, education and recreation

KEY RESPONSIBILITIES AND TASKS

1. Service Delivery

To ensure the effective and efficient operation of the Kinship Care, Permanent Care and Adoption programs in consultation with staff, service users, and CYFS management.

Specific tasks include:

- Monitor service delivery to ensure a high standard of practice
- Ensure practice is carried out in a manner consistent with relevant legislative and practice frameworks
- Ensure that cultural plans for Indigenous children are being actively developed and implemented.
- Ensure that family connection and reunification plans are being developed and implemented wherever possible.
- Ensure client services and ongoing service development is effectively planned, implemented and monitored
- Oversee and monitor the preparation of individual placement/service plans for each client
- Manage the preparation of statistical, financial and service reports
- Strengthen and maintain inter-program relationships both internally and externally
- Facilitate the linkages of CYFS service areas for service planning and case management issues.
- Ensure DHS Kinship care Standards are met and Quality Assurance processes are in place
- Provide assistance to the agency after hours service when required

2. Staff supervision, support and team development

In conjunction with the Kinship Care, Permanent Care and Adoption team leaders ensure quality staff supervision processes and effective co-ordination of team processes.

Specific tasks include:

- Ensuring quality and regular staff supervision and individual supervision/support to the team leaders
- Ensuring supervision and support mechanisms are in place for all program staff
- Ensuring regular team meetings are in place to enable team planning and staff input into the development of the program
- Ensuring the development of staff work plans and professional development
- Oversee, manage and ensure annual reviews are conducted for all program staff
- Oversee and manage staff selection and orientation

3. Program Development

In conjunction with other Children, Youth and Family Services Managers and in consultation with the program staff, ensure program development and evaluation processes are developed and implemented.

Specific tasks will include:

- Ensuring that the CYFS client feedback processes are being effectively implemented and utilised by staff
- Ensure the collection of data for statistical analysis and evaluation
- Ensure close liaison with referring and funding bodies and enable their input into program development
- Develop a program work plan that is reviewed and evaluated on a regular basis
- Develop team processes that enable regular service review and planning
- Enable input into program development from service users and caregivers

4. Accountability

Liaise with the Children, Youth and Family Senior Manager (Out of Home Care), relevant Team Leaders and staff, as well as DHS management to ensure effective and efficient service delivery.

Specific tasks will include:

- Provide monthly reports to the Senior Manager (Out of Home Care), General Manager and Children, Youth and Family Services meetings
- Hold regular meetings with DHS management to address any issues in service delivery
- Assist in developing and implementing the Children, Youth and Family Services work plan

5. Administration

Ensure administrative tasks and responsibilities associated with all programs are carried out.

Specific tasks will include:

- Oversight of program assets including maintenance and security
- Preparation of appropriate statistical and financial reports
- Financial oversight of program budgets and reviewing monthly budget reports

6. Agency Policies and Community Development

Contribute to the development of policy and practice within the Agency and Children, Youth and Family Services and with relevant external agencies.

Specific tasks will include:

- Participate in Agency and Children, Youth and Family Services meetings
- Undertake responsibility for some wider service portfolios in the Children Youth and Family Service area
- Foster positive working relationships between St Luke's services and with external agencies
- Contribute to service development and programs that enhance the life opportunities of program clients

QUALIFICATIONS AND EXPERIENCE

1. A tertiary degree or diploma with qualifications in the field of Social Work, Welfare Work or other appropriate tertiary qualifications relevant to working in the human services field.
2. Demonstrated skills in leadership and service management
3. Significant experience in service planning and development.
4. Experience in working with children, young people and families
5. Communication skills to ensure all relevant parties are involved and aware of issues and strategies to be implemented with program clients
6. Collaborative practice experience

KEY SELECTION CRITERIA

The successful candidate will demonstrate significant capacity in the following areas:

1. Demonstrated understanding and commitment to strengths based practice and child centred and family focused practice.
2. Demonstrated understanding and experience in casework practice including an understanding of case management principles and practice in child and family welfare and a commitment to collaborative work with other agencies and programs.
3. Demonstrated understanding of the issues that children and young people face and place them at risk and experience in the pro active management of challenging behaviours.
4. Demonstrated understanding and commitment to the Aboriginal placement principles and culturally competence practice.
5. Demonstrated knowledge of child and adolescent development and strategies for working with children and young people and their families, particularly in the field of Kinship Care and Permanent Care and Adoption.
6. Demonstrated skills in leadership, identifying service needs, service planning and management.
7. Demonstrated skills in staff recruitment, orientation and professional development.
8. Highly developed communication skills (both written and verbal) and interpersonal skills.
9. Demonstrated understanding of the principles of supervision and team leadership.
10. Demonstrated capacity to build strong liaison and partnerships with key stakeholders and service partners
11. Demonstrated understanding of the relevant legislative frameworks in particular the Children, Youth and Families Act 2005 and an understanding of child protection practice within Victoria.

INHERENT REQUIREMENTS OF THE POSITION

1. Resilience to work with and support clients who have been exposed to trauma, violence or neglect.
2. Current Drivers Licence.
3. Be available to work after hours to respond to emergency situations for program clients.
4. Use of a computer, mobile phone and company car is required.
5. Reasonable amount of motor vehicle travel required of this position including city, country and night driving.
6. The position may require sitting for prolonged periods of time, working on computer.

OCCUPATIONAL HEALTH & SAFETY

As an employee of St Luke's you are required to take reasonable care of your own health and safety, and the health and safety of anyone else who may be affected by your acts or omissions at the workplace. All employees must co-operate with management, the OH&S Officer and OH&S Reps with respect to action taken to comply with OH&S requirements. All employees are responsible for contributing to the OH&S management system by the active identification and reporting of hazards and environmental risks.

Manager responsibilities also include ensuring all employees receive OH&S training as necessary to perform their work in a safe manner and understanding and managing all OH&S requirements relevant to the role.

DOCUMENTATION

All employees must complete and maintain all documentation in accordance with organisational policies and procedures, and relevant quality standard requirements to contribute to continuous improvement in the agency.

It is an expectation that all employee's familiarise themselves with, and abide by all organisational policies and procedures, which may change from time to time.

PERSONAL VALUES

All employees must commit to and respect the values of St Lukes – Respect, Hope, Fairness Quality, Commitment, Community and Openness, uphold confidentiality, be trustworthy, and adhere to St Luke's Code of Conduct Policy. All employees need to have a belief in and understanding of the principles of strengths based practice (refer to St Luke's Employment Information Guide for further information).
Acknowledges there are social and cultural constraints which disempower some people.

PERFORMANCE REVIEW

There is a 6-month probationary period with negotiated expectations for all positions within St Luke's. A performance review is conducted annually with all staff.

PROFESSIONAL DEVELOPMENT

All employees are provided with the opportunity to attend, and expected to attend, agreed training courses as identified through self evaluation, discussion with position supervisor, annual reviews or other appropriate methods.

APPLICATION PROCESS

Applications must include an up to date resume and a statement clearly addressing the key selection criteria. All candidates selected for an interview will be requested to provide contact details for three referees.

We encourage all potential applicants to discuss the position prior to submitting an application.

For further information about the position please contact **Grant Gibson, Senior Manager, Out Of Home Care on 54401100.**

Address your application marked: **“Private & Confidential”**
Andrea Brown
HR Personnel Officer
St Luke’s Anglicare
P O Box 315
Bendigo 3552

Employment E-mail: HR@stlukes.org.au
Applications may be posted, e-mailed, hand delivered.

All applications close 5pm, 22nd of March 2010.

To submit your application please click on the following email address
HR@stlukes.org.au