



Position Description

Position Title	General Manager Community Services
Directorate	Community Services
Reports to	Director Client Services
Date of Job Description	08/12/2017
Conditions	Individual Contract
Employment Status	Manager Contract (Full Time)
Hours of Work	Generally office hours (Monday to Friday) and reasonable unpaid additional hours are required.
Location of Position	122 Ninth Street, Mildura, Vic 3500

Position Objectives

This position is responsible for the management, co-ordination and direction of the following programs across the Mallee Family Care catchment:

- Child Contact Service
- Family and Relationship Services
- Family Relationship Centre
- Post Separation Cooperative Parenting Program
- Regional Family Dispute Resolution
- Financial Counselling
- Murray Mallee Community Legal Service
- Intake

This position is responsible for the direct support and supervision of the Manager Community Services, Manager Family Relationship Centre, Principal Solicitor and Manger Murray Mallee Community Legal Services and Financial Counselling.

The General Manager will assist in the development and implementation of new initiatives.

The General Manager will be required to:

- Know and understand all systems and activities associated with Community Services.
- Maintain and enhance these systems and their ability to meet the goals of the organisation.
- Ensure that the systems fulfil the highest possible standards in compliance, accountability and prudent use of resources.
- Act in keeping with the values of Mallee Family Care.

Key Responsibilities & Duties

Planning and Leadership:

- To lead, manage and motivate a professional team.
- To seek continuous improvement through supervision and performance reviews.
- To co-ordinate operational plans with a view to ensuring that Community Services objectives are measured and met.
- To assist in the development of policies which will guide the organisation in good governance and strategic planning.
- To ensure ongoing professional development for yourself and the staff of Community Services.
- To ensure the provision of safe work places through management of the agency's Work, Health and Safety practices.
- To demonstrate strong leadership and commitment in support of staff through adherence to Equal Opportunity, Equity and Diversity and all policies aimed at ensuring the well-being of employees and volunteers.
- To ensure that adequate lines of communication are maintained amongst staff and promote a culture of respect and quality service delivery.
- To work in partnership with government, community and volunteers to achieve sustainable outcomes.
- To liaise with the community to ensure professional services are delivered throughout the catchment area.
- To attend and facilitate meetings as necessary to provide input into service provision, including staff meetings, review meetings, management meetings and team planning days.
- Participate in the Agency Leadership Meetings to assist in the development of policies, procedures and future directions of the agency.
- Ensure that the agency and designated programs meet their quality assurance and funding requirements.
- To develop and maintain a culture of learning, to ensure that continuous improvement and communication skills are fostered.

Assessment of Needs and Resources:

- Through on going analysis of demographic data monitor needs of families and individuals across the Mallee Family Care catchment.
- Develop programs appropriate to meeting these needs.
- To identify the resources required to establish and maintain these programs.
- To regularly review files with a view to assessing compliance and coaching staff as required.
- To develop and maintain the use of appropriate service user feedback processes and regular program evaluation assessments, ensuring programs operate in accordance with quality assurance and best practice principles.
- To ensure that services are delivered in a culturally sensitive manner.

Budgets and Finance:

- To assist with the management of Mallee Family Care's resources through efficient co-ordination of staff, programs and resources in accordance with budget expectations.
- To assist in the management of resources including the preparation of annual budgets and the regular review of each program's performance to budget.
- To advance the generation of income required to support the work of Community Services.

Reporting and General:

- To monitor the collection of all data, supervise the preparation of reports and ensure the agency's accountability requirements are satisfied.
- Preparation of reports for presentation to the Board.
- Generation of statistical and other reports to guide service development and decision making with the designated programs.
- To play a key role in the identification and implementation of quality assurance processes with the team to improve quality outcomes for individuals, families and the community and to ensure that the agency and designated programs meet their registration requirements.
- To monitor and promote the professional development of staff with regard to best practice and the agency's commitment to Quality Assurance.

Qualifications and Experience:

- Tertiary qualifications relevant to human services, with substantial experience in management.
- Demonstrated experience in community initiatives and management within the not for profit sector.
- Experience in managing the development and implementation of policies and procedures.
- Willingness to undertake additional training and participate in supervision.
- Strong analytical and leadership skills and experience in developing and motivating staff.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Ability to lead, supervise, coach and manage staffing groups and build high performing teams.
- Understanding of strategic service planning and change management.
- Ability to monitor programs in line with funding and registration requirements.
- Ability to plan and set service delivery priorities.
- Appropriate qualifications and experience in working in senior management of a community service organisation.
- Capacity to undertake reviews, collect data and meet all Quality Assurance requirements
- Well developed report writing and presentation skills.
- Well developed facilitation, interpersonal, communication and negotiation skills enabling the development of networks with communities of interest.
- Capacity to develop, monitor and manage program budgets.
- Strong commitment to best practice and quality service delivery.
- Ability to work as part of a team, as well as independently.

Organisation Structure and Values

Mallee Family Care is an Incorporated Association with an elected community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Executive Director, Director Corporate Services, and Director Client Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver’s Licence.
- Police Check
- Working with Children Check

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after two years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (were appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment

Applications addressing the Key Selection Criteria outlined in this position description should be addressed to:

Attention: Maree Fullgrabe
Mailed to PO Box 1870, Mildura 3502
Hand delivered to 122 Ninth Street Mildura 3500
Emailed to mfullgrabe@malleefamilycare.com.au
Closing date for applications: 5.00pm Wednesday 17th January 2018

Office Use Only

Position Description Approved by Director

Name: _____

Signature: _____

Date: ____/____/____

Copy of Position Description forwarded to Human Resource Manager YES NO