



Program Manager Position Description Staying Home Leaving Violence

ROLE	Program Manager
PROGRAM	Staying Home Leaving Violence (SHLV)
RESPONSIBLE TO	SEWACS Regional Manager
STATUS	Permanent part time
PROBATION PERIOD	6 months
LOCATION	Bega, NSW
HOURS	32 to 38 hours per week - negotiable (4-5 days per week)
PAY	Level 6 SCHADS Award
TERMS & CONDITIONS	Employment conditions as per Social, Community, Home Care and Disability Services Industry Award 2010.

http://www.fwa.gov.au/documents/modern_awards/award/ma000100/default.htm

We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

To be female is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW).

ABOUT SOUTH EAST WOMEN AND CHILDREN'S SERVICES (SEWACS)

South East Women and Children's Services (SEWACS) is a community-based organisation providing holistic homelessness, domestic violence, and youth support services across Bega Valley and Eurobodalla Shires. The organisation includes three programs: Staying Home Leaving Violence, Youth Accommodation Service and Eurobodalla Domestic and Family Violence Service. SEWACS places a collaborative and trauma-informed approach at the forefront of all casework.

VISION

A community where everyone has a safe place to live and flourish.

MISSION

We walk together with people impacted by homelessness and domestic and family violence. We provide support to improve their skills, well-being and safety using a feminist framework and advocate for social change in the broader community.

ABOUT THE PROGRAM

Staying Home Leaving Violence is a specialist domestic and family violence service covering the Bega Valley Shire and the southern end of Eurobodalla to Dalmeny. The program assists women and their children who have separated from a violent partner or family member. The program aims to improve outcomes for women and children by supporting them to live in the home of their choice.

Support is needs-based and not time-limited. It may include advocacy, emotional support, safety planning, risk assessment, assistance at court, safety equipment and security upgrades. Participation is voluntary.

BENEFITS OF THE POSITION

To be part of a dynamic feminist organisation that has made and continues to make positive changes for adults and children at risk of homelessness and affected by domestic and family violence. Other benefits of the position include:

- NFP salary sacrificing benefits (up to \$15 900 per year)
- Paid study leave and other leave benefits
- Access to external clinical supervision
- Annual leave loading at 17.5%
- Professional development opportunities

THE POSITION

The Program Manager will work with the SHLV team to ensure that the most appropriate and effective services are provided to women and children who have separated from a violent partner or family member, but choose to remain in their own home, or a home of their choice.

The Program Manager will report directly to the Regional Manager and will oversee the coordination and administration of all aspects of the Staying Home Leaving Violence program as well as providing case management support to clients.

The Program Manager supervises at least two caseworkers. They may also supervise students. A major component of the position is to fulfil funding obligations. This is done by working collaboratively within your team and actively case managing clients.

The Program Manager also works at a strategic level and with other services to ensure women and children at risk receive a coordinated response and are supported to maximise their safety.

Program Management

- Manage a busy outreach service.

- Ensure the program runs effectively and efficiently on a day-to-day basis including efficient rostering and employment of relief staff.
- Attend fortnightly Program Manager/ Regional Manager meetings or as required (travel may be required).
- Maintain, monitor and report all program data.
- Work with the Regional Manager and Office Manager to develop and monitor the program budget.
- Undertake the preparation of program reports, plans and submissions in consultation with the Regional Manager.
- Adhere to the financial delegation policy regarding approval of spending limitations.
- Maintain records of the activities undertaken within the program and provide a monthly report to the Manager.
- Report to the Regional Manager all problems or issues that are/or may inhibit the smooth operation of the service.
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients. Be culturally sensitive, non-judgemental and accepting of all clients from all cultural backgrounds.

Case Management

- Provide comprehensive case management support to clients including crisis intervention, preparation and implementation of case plans, practical and emotional support and coordination of services.
- Conduct risk assessments and safety audits.
- Provide information on relevant community resources that may assist clients.
- Provide information and referral services to non-government and statutory organisations, community organisations and individuals when requested.
- Maintain service databases and ensure accurate up to date and concise information and case notes are recorded for all clients.
- Transport adults and children in service vehicles to relevant agencies where appropriate.
- Assess the appropriateness of referrals, both to and from the service.
- Organise and facilitate support groups.
- Co-present education and information sessions to community groups and organisations as per funding requirements.
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Staff Management

- Promoting positive relationships and a professional and effective team through supportive management and supervision.
- Undertake case management supervision with staff.
- Work with the Regional Manager on the selection, recruitment and orientation of new staff.
- Work collaboratively and respectfully with all SEWACS staff and Management.
- Coordinate and monitor staff workloads and work schedules.
- Convene and coordinate weekly staff meetings and other meetings as required

- Ensure that staff fulfil the requirements of their position descriptions and advise the Regional Manager on matters relating to staff.
- Ensure regular and appropriate orientation, supervision, training, support and debriefing (as required) are provided to staff.
- Participate in supervision and staff performance appraisals with the Regional Manager.
- Ensure accuracy of staff time sheets and authorise leave requests for Regional Manager approval.

Public Relations

- Actively represent the service at interagency meetings and forums.
- Attend meetings as requested by the Regional Manager.
- Take part in community development projects and structural advocacy activities as required.
- Work within a feminist framework and have a commitment to empowering women and children.
- Adhere to the SEWACS code of conduct.
- Maintain strict confidentiality at all times.
- Attend and actively participate in work related conferences, meetings and training courses as required, some of which may be outside the local area and require overnight stays.
- Actively represent the service and lobby for change on issues affecting the safety and role of women and children at relevant meetings and groups.
- Develop and maintain networks and linkages with relevant community and departmental agencies and individuals.
- Undertake tasks as directed by the Regional Manager.
- Engage in service promotion and education activities.

Administration

- Be aware of relevant legislation and mandatory obligations on all issues pertaining to women and children, particularly Child Protection legislation, interagency guidelines and legal responsibilities for reporting children at risk.
- Adhere to all Work Health & Safety policies and procedures.
- Maintain and report all project data.
- Work with the Regional Manager and Office Manager to develop and monitor the project budget.
- Work with the Regional Manager in the preparation of project reports, plans and submissions.
- Undertake tasks as directed by the Regional Manager or the management committee of the service.
- Ensure accuracy of staff timesheets and leave records.
- Be familiar and conversant with the Policy and Procedure Manual.

Skills and experience required

Essential

- Sound knowledge of issues pertaining to domestic violence.
- Awareness of the specific issues arising for women and children who are or have experienced domestic and family violence and identify as First Nation people, from a non-English speaking background, LBTQI, women with disabilities.
- An awareness of cross-cultural issues.
- Good interpersonal skills, including the ability to engage clients and show empathy.
- An ability to access community language interpreters when required.
- Excellent communication skills including ability to communicate effectively with clients and other service providers.
- Knowledge of the legislative importance of and skills at maintaining case notes.
- Skills in negotiation and advocacy.
- An awareness of the main symptoms of mental health issues.
- An ability to communicate effectively with children.
- An understanding of family dynamics and domestic violence issues.
- Comprehensive computer skills and be adept at learning new software and databases
- Willing and able to attend professional development as requested

SHLV PROGRAM MANAGER SELECTION CRITERIA

NOTE: To be considered for an interview please ensure you respond to each selection criteria by demonstrating your experience, knowledge and/or transferable skills regarding each point.

Essential:

- Tertiary qualifications in social work or equivalent preferred, or experience in a relevant field
- A minimum of two years' experience working within the domestic violence field.
- Proven leadership and high-level staff management and strong team building skills, ideally gained in the domestic violence sector.
- Demonstrated ability to manage day-to-day operations of a domestic violence specialist service.
- Extensive experience working with clients and stakeholders in a community setting.
- Demonstrated effective crisis, early intervention and complex case management using feminist, strength-based, trauma-informed and holistic approaches.
- Integrated understanding of specific issues for marginalised clients (Aboriginal women, women from culturally and linguistically diverse (CALD) backgrounds, LBTQI, women with disabilities and children experiencing domestic or family violence).
- Excellent verbal and written skills (communicate at all levels, produce high quality client case notes and reports, meeting facilitation, public presentation, supervision

and debriefing).

- Highly developed skills in conflict resolution, negotiation and advocacy and handling 'difficult conversations.
- Well-developed time management skills.
- The ability to balance and prioritise administrative work with client work.
- Well-developed administrative, data collection and financial systems skills, including reporting to funding authorities and to management.
- Knowledge and understanding of the Child Protection Legislation.
- Knowledge and understanding of the use of technology in keeping women and children safe.
- Current Drivers Licence.

Desirable:

- Understanding of WHS Act 2010
- Familiarity with database data collection

Other Requirements for the Position

- Working with Children Check
<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>
- National Police Check
<https://www.nationalcrimecheck.com.au/police-checks-individuals>
- Current First Aid Certificate

OTHER APPLICATION REQUIREMENTS

Please provide:

- names and contact details of two recent referees
- a cover letter
- a statement addressing selection criteria
- a current resume

All applications for this position should be marked 'Confidential' and forwarded to:

caroline.long@sewacs.org.au

Or posted to:

South East Women and Children's Services
P.O. Box 921

Bega NSW 2550

Applications Close: Monday 28 February 2022

For further information please contact:

Caroline Long, Regional Manager on 02 6492 2088 or 0428 136 196

Service information is available from our website at www.sewacs.org.au