

## Job Description

**Job title:** Sector Development Manager

**Job Share:** None

**SCHADS level:** 7.2

**Reporting to:** CEO

**Employment basis:** Part time/ Contract

**Direct reports:** None

## DVNSW Overview and Focus

DVNSW is the peak body for specialist domestic and family violence (DFV) services in New South Wales. We work from a feminist, social justice perspective and recognise that DFV is serious, prevalent and driven by gender inequality. We work to eliminate DFV through leadership of the specialist DFV sector and the NSW policy environment, promoting best practice responses and primary prevention.

Since its inception in 1974, our roots have been firmly in the NSW Women's Refuge Movement. In July 2013, a vote enabled membership to be expanded to all specialist DFV services and for the organisation to rename itself Domestic Violence NSW. In 2021, we consolidated our position as the state peak body for DFV when we were awarded the contract to represent Women's Domestic Violence and Court Advocacy Services. Our membership and reach continues to grow and evolve, as does our impact.

Our team is a small group of passionate and committed feminists. We come to work each day to help realise a joint vision of a world where women, families and communities in NSW live free from violence, have equal rights, equal opportunities and the freedom to reach their potential.

We care deeply about creating a workplace where our team members feel valued, respected and empowered. We are a collaborative, agile, hardworking and high-performing team. We ask the best from our people and in return, we offer flexible working arrangements, salary packaging, training, professional development and mentoring opportunities, employee support and wellbeing programs, and the chance to learn from, and share with, our talented team.

## Role Overview

DVNSW supports, represents and advocates for over 130 DFV services across NSW.

It is an exciting time in our evolution and the Sector Development Manager role is pivotal to delivering to our 2021-24 Strategic Plan. The role provides an exciting opportunity for an experienced and skilled learning and development (L&D) practitioner to make an impact by providing quality training and resources that will enhance workforce development and capabilities across our membership base, ultimately leading to better outcomes for clients. It also provides an opportunity to create real change by increasing community awareness and improving responses to DFV through primary prevention and corporate fee-for-service training development and delivery.

## Specific Skills

### Key professional attributes, skills and behaviours:

To be successful in this role, you will need to be an experienced L&D professional with skills in developing and implementing L&D strategy and plans, training and resource development, and training delivery. You will need to

present well and have excellent communication skills, since you will be delivering training, building relationships with fee-for-service clients and managing strategic stakeholder relationships. You will also have the capacity to manage contractors, involved in training development and delivery. As this is a senior role at DVNSW, it requires the flexibility to step into other areas of responsibility outside L&D, according to organisational need. Previous experience in a social policy or social services context, and delivering projects in an NFP/NGO environment, is preferred. Employment experience directly related to DFV is advantageous.

The role includes:

### **DFV workforce development and capacity building:**

- Establish and coordinate a DVNSW member advisory committee to provide input on workforce development needs of the DFV sector.
- Regularly assess workforce development needs through input of the advisory committee, via survey of DVNSW members and other mechanisms.
- Develop tools, resources and training to meet workforce development needs and enhance sector capacity. These will include resources on cultural safety and best practice, trauma-informed responses to DFV.
- Evaluate effectiveness and uptake of tools, resources and training and make improvements, as necessary, to address evaluation outcomes.
- Increase collaboration, and information-sharing of best practice tools and resources across the sector
- Work towards implementing minimum quality standards across the DFV sector.

### **Fee-for-service initiatives:**

- Develop DVNSW's fee-for-service strategy.
- Develop DVNSW's fee-for-service L&D content, including factsheets, videos, training and advice provision.
- Identify and be responsible for fee-for-service opportunities, build fee-for-service clients and manage relationships with these clients.

### **Primary prevention:**

- Develop primary prevention training (whole-of-population training aimed at preventing DFV from occurring) for a range of organisations and communities.
- Develop primary prevention tools and resources for DVNSW members.
- Explore funding opportunities to secure a dedicated Primary Prevention Officer at DVNSW.
- If a Primary Prevention Officer is engaged, supervise that staff member.
- Support the NSW Collaboration on Primary Prevention and represent DVNSW.

### **Training development and delivery:**

- Develop, pilot and roll out a DVNSW training strategy that covers DFV sector workforce development, fee-for-service clients and primary prevention.
- Develop training content and/or manage training content developers engaged on contract.
- Deliver training to the DFV sector and as part of fee-for-service and primary prevention initiatives and/or manage casual trainers contracted to deliver this training.

### **Partnerships and strategic relationships:**

- Manage DVNSW's collaboration with the Industry Partnership of the three homelessness peak bodies (Homelessness NSW, YFoundations and DVNSW). The Industry Partnership oversees its own stream of workplace capability and skills building work, for the homelessness sector, to which DVNSW has input.
- Identify partnership and strategic relationship opportunities to promote DVNSW's primary prevention and fee-for-service initiatives.
- Collaborate internally with the Media and Communications Manager, Policy and Advocacy Team and conference and events teams to meet organisational objectives.

## Fundraising:

- Identify relevant, government and private sector, grant and philanthropic income opportunities for the organisation.
- Complete applications for grant and philanthropic income, as required, to increase organisational revenue in line with strategic objectives.
- Develop and / or manage relationships relevant to securing income channels.
- Collaborate with the team to support fundraising activities where required.

## Operational:

- Maintain effective manual and electronic filing systems, adhering to record management guidelines and systems.
- Respond, in a timely and effective way, to all contacts and correspondence as required or directed.
- Contribute to the efficient and effective functioning of the team to meet organisational objectives. This may include covering responsibilities outside the sector development role because, as the team is small, staff are required to work flexibly to meet the demands on the organisation.
- Participate in the Performance Development process, including regular review of individual workplace performance and strengths against the accountabilities and performance objectives associated with the role.
- Contribute positively to promoting a culture of health, safety and wellness for employees and volunteers at DVNSW and work with the WHS policies.
- At all times abide by the policies and procedures of DVNSW.
- Align work undertaken with the Goal, Mission and Strategic Framework and Strategies of DVNSW.
- Ensure work undertaken contributes positively and consistently to the achievement of the relevant Operational Plans.
- Ensure workplace behaviour is consistent with the organisation's Code of Ethical Behaviour and Core Values.
- Perform responsibilities in a manner that reflects, and responds to, a focus on ethical conduct, engagement and continuous improvement.

Other duties may be assigned as needed.

## Qualifications and Experience

### Industry experience:

- Experience in learning and development (L&D) is essential
- Experience in the DFV sector or in another social services sector is desirable.

### Required education:

- Tertiary educated in a discipline relevant to learning and development and/or social policy, or equivalent work experience
- Certificate IV in Training and Assessment is desirable.

**Required experience and skills:**

- At least 5 years' experience developing tools, resources and training materials and in delivering training
- High-level experience in business development of fee-for-service offerings
- Experience building and managing relationships with key stakeholders, such as strategic partners and fee-for-service clients
- Ability to present well when delivering training and meeting with senior stakeholders
- Flexibility and skills to step into areas outside of L&D and to manage senior-level responsibilities, according to organisational need
- Excellent analytical and communication skills (both written and verbal)
- Strong interpersonal, relationship building and conflict resolution skills
- Strong administration, time management and prioritising skills
- Proven ability to work remotely and act on own initiative
- Accuracy and attention to detail.

**Additional experience:**

- Flexible and adaptable to work outside of core hours
- Advanced MS Office and Microsoft Outlook
- Can demonstrate strong problem-solving and decision-making ability
- Ability to prioritise in a fast-paced and demanding environment
- Strong project management skills
- Presents and conducts self professionally at all times
- A sense of humour

**Management experience:**

- N/A

**Other Requirements**

- National Police Check
- Working With Children Check

## DVNSW's Values

An important part of our culture is that everyone understands and is accountable for what we are here to achieve. As such, the behaviour of everyone in the team should reflect the core values of our organisation: leadership, integrity, inclusion and equity.

