

Information Pack

Service Stream Manager

Dear Applicant,

TFSS is looking for a full-time fixed-term Service Stream Manager to Lead the Oxley Women's Domestic Violence Court Advocacy Service (WDVCAS) team. The position is full-time (38 hours) per week for a fixed term period concluding 30 June 2024, due to Government funding cycles.

The WDVCAS program advocates on behalf of women and children who have experienced, or are experiencing, domestic violence and facilitates their access to the justice system to obtain effective legal protection. Reporting directly to the Senior Manager Corporate Services, the Service Stream Manager exercises a high degree of autonomy and is responsible for the management of the WDVCAS on a day-to-day basis.

This position is physically based in the WDVCAS Oxley Region in Tamworth and requires regular travel throughout the Oxley Police District and other service areas.

All staff are valued and respected, and are presented with genuine opportunities to develop their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Included in this package you will find the:

- Position Description, including
- Selection Criteria

Please return your application(s) to: Human Resources Officer
TFSS
P.O. Box 1088
TAMWORTH NSW 2340

or via email to: applications@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A document titled "Selection Criteria" outlining how you meet each of Competencies and Outcomes as listed in the following Position Description.

Selection for interview will be based on:

1. Applicants returning the above documents, and,
2. Applicants satisfactorily demonstrating each of the selection criteria

For more information, contact: Belinda Kotris, CEO, Ph: 02 6763 2333

Closing date for applications: 5 pm Wednesday 18 November 2020

Position Description	
1. Position Title	Service Stream 6 Manager Oxley
2. Service	Homelessness and Domestic Violence Services
3. Program	Women's Domestic Violence Court Advocacy Service (WDVCAS)
4. Location	WDVCAS Oxley Region and requires regular travel between communities within the Oxley Police District and other service areas
5. Reporting Manager/ Team Leader	Senior Manager Corporate Services
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 6
8. Position Terms	38 hours per week fixed term to 30 th June 2024 (subject to funding)
9. Probationary Period	6 months

Competencies and Outcomes
<p>Essential:</p> <p>I. Being female is a genuine occupational requirement of this position and an exemption has been granted under the Anti-Discrimination Act (1977).</p> <p>Prerequisites:</p> <p>II. Degree with substantial experience or; Post graduate qualification or; Associate diploma with substantial experience or Attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.</p> <p>III. Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence.</p> <p>IV. Demonstrated knowledge and understanding of the criminal justice response to domestic and family violence including ADVO applications, criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues.</p> <p>V. Excellent organisational, administrative, financial and management skills.</p> <p>VI. Ability to recruit, train, supervise and support staff with demonstrated management experience.</p> <p>VII. Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of services to a diverse range of women and children.</p> <p>VIII. Ability to analyse quantitative and qualitative data to inform and improve service delivery.</p> <p>IX. Extensive experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills.</p> <p>X. Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution.</p> <p>XI. Ability to effectively represent the work of the WDVCAS in public forums and in the media with demonstrated public speaking experience.</p> <p>XII. Understanding of cultural issues with experience working with minority groups such as Aboriginal and Torres Strait Islander, LGBTIQ and non-English speaking groups.</p> <p>XIII. Detailed understanding of the child protection framework and mandatory reporting requirements</p> <p>XIV. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines.</p> <p>XV. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks. Driver's Licence and registered and comprehensively insured motor vehicle</p>

Desirable:

- I. An understanding of TFSS Programs
- II. Understanding of the demographics and relevant issues within the geographical area of the program
- III. First Aid Certificate

Organisation Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla, Barraba and Moree.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

TFSS Vision

Thriving Communities, Endless Possibilities

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services.

We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program and Position Objectives

WDVCAS's are funded by Legal Aid NSW. The role of the WDVCAS program is to provide a high quality holistic service to women and children who have experienced, or are experiencing domestic and family violence.

Our purpose is to:

- Assist women and children to obtain effective legal protection from NSW Local Courts through applications for Apprehended Domestic Violence Orders (ADVO) designed to meet their specific needs;
- Ensure access to and understanding of the ADVO and criminal justice process, and to refer to appropriate and effective legal representation;
- Facilitate women and children to access a network of professional services that can assist them with their legal and social welfare needs;
- Work collaboratively with communities and other services to build capacity to respond effectively to Domestic and Family Violence.

The work of the Service Stream Manager includes but is not limited to the following duties:

- Provides advice and recommendations to TFSS regarding financial and service planning issues, priorities and strategies;
- Manages the funding and overall operation of the WDV CAS, including compliance with Women's Domestic Violence Court Advocacy Service Daily Practice Checklist;
- Assist TFSS, compliance with reporting and other requirements under the WDV CAP Service Agreement, the Policy and Procedure Manual, the SAM Manual and other operational documents.
- Recruiting, supervising and supporting a team of WDV CAS staff, seconded workers, and Family Advocacy Support Service staff where relevant;
- Ensuring WDV CAS staff have access to training, supervision and ongoing professional development;
- Developing and administering operational policies and systems for the effective operation of the WDV CAS, including the following aspects of client survey delivery:
 - The collection, use and storage of client information;
 - Referrals to and from the WDV CAS;
 - Client and worker safety; and
 - Child protection notifications.
- Developing and implementing, in consultation with Focus Workers (Aboriginal, Disability, LGBTIQ, Older Women, Multicultural, Youth) and local community organisations, strategies aimed at ensuring that the WDV CAS is relevant and accessible to a diverse range of women and children;
- Supporting Focus Workers to undertake community engagement activities;
- Preparing the Annual Budget each year for submission in accordance with the Service Agreement;
- Developing and maintaining strong working relationships with key WDV CAS partners including the NSW Police Force, Local Courts and local legal services, and facilitating access to those services for clients;
- Sourcing seconded workers from appropriate agencies who can assist in WDV CAS court work where possible; coordinating a roster of seconded workers; ensuring they have the knowledge and skills to undertake WDV CAS work and providing them with regular updates and debriefing;
- Undertaking high level liaison and advocacy with, and on behalf of, WDV CAS clients where required;
- Providing high-level advice and contributing to legal and/or policy reform through responding to requests for information from the WDV CAP Unit, and through relevant forums;
- Representing the WDV CAS to external stakeholders, including delivery of presentations upon request and attending interagency meetings;
- Participating in community engagement activities to promote the work of the WDV CAS; and
- Analysis of relevant quantitative data (such as demographic information from the WDV CAS service area) and qualitative data (such as client and stakeholder surveys) and implementing appropriate changes to improve service delivery.

Essential Skills and Knowledge

- Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence;
- Demonstrated knowledge and understanding of the criminal justice response to domestic and family violence including ADVO applications, criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues;
- Ability to deliver services in accordance with the WDV CAP model of service delivery outlined in the Service Agreement, the Policy and Procedure Manual, the SAM Manual and operational documents;
- Excellent organisational, administrative, financial and management skills;
- Ability to recruit, train, supervise and support WDV CAS staff and seconded workers;
- Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDV CAS services to a diverse range of women and children;
- Ability to analyse quantitative data and qualitative data to improve service delivery;
- Experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills;
- Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution;
- Ability to effectively represent the work of the WDV CAS in public forums and in the media, and confidence in public speaking;
- Relevant tertiary qualifications and/or demonstrated experience in domestic and family violence service provision; and
- Demonstrated management experience.

Key Capabilities

Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	1.4.1 Creates and sustains dynamic, strategic and productive relationships with key stakeholders
	Community	1.4.2 Advances organisational objectives and champions important issues with key stakeholders
	Partnerships and collaboration	1.4.3 Negotiates and builds fruitful formal and informal partnerships to achieve strategic objectives and improve client/member outcomes
	Knowledge of Community	1.4.4 Maintains high level awareness of sector and current issues that affect clients and members
	Social Justice	1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence Service Sector
Professionalism (Skills associated with professional conduct such as self-management,	Time Management	2.4.1 Designs own approaches for excellent performance and structures time and tasks to achieve prioritised outcomes
	Ethics	2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct

Key Capabilities		
Stream	Descriptor	Tier
ethical behaviour, taking responsibility, problem solving and initiative)	<p>Taking Responsibility</p> <p>Problem solving</p> <p>Initiative and Enterprise</p>	<p>2.3.3 Delegates to develop staff and accepts responsibility for actions of staff and teams under authority</p> <p>2.3.4 Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving</p> <p>2.4.5 Envisions new and innovative possibilities and actions those with significant organisational benefit</p>
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	<p>Advocacy</p> <p>Written Communication</p> <p>Verbal Communication</p> <p>Public Speaking</p> <p>Interpersonal Skills</p>	<p>3.4.1 Expresses confident and cogent public messages when advocating and negotiating for clients/members and organisational issues</p> <p>3.4.2 Writes succinct and lucid reports and documents for board, funding bodies and key stakeholders</p> <p>3.4.3 Provides considered responses and clear messages to inspire trust and confidence of others</p> <p>3.4.4 Adapts presentations to engage different audiences and obtain their support</p> <p>3.4.5 Motivates others through personal interactions and mentors development of emerging leaders</p>
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	<p>United Vision</p> <p>Strategic Focus</p> <p>Team Dynamics</p> <p>Conflict Management</p> <p>Diversity</p>	<p>4.4.1 Champions vision and mission and maintains focus on the big picture</p> <p>4.3.2 Develops team plans with clear targets and goals linked to strategic plan</p> <p>4.3.3 Manages team dynamics, supports productive working relationships and work-life balance</p> <p>4.3.4 Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution</p> <p>4.4.5 Selects diverse team members with strong and appropriate skill bases suited to task and supports team building AND Develops and models own leadership style.</p>
Resources, Assets and Sustainability. (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability)	<p>Revenue Raising</p> <p>Financial Management</p> <p>Procurement</p> <p>Equipment and assets</p> <p>Sustainability</p>	<p>5.3.1 Prepares funding applications and writes winning tenders</p> <p>5.3.2 Prepares program and complex project budgets, and reviews financial performance</p> <p>5.2.3 Researches market and attains value for money when making purchases or contracting work.</p> <p>5.3.4 Manages assets, allocates resources and purchases high cost equipment to support service delivery</p> <p>5.2.5 Aims for sustainability in purchasing decisions</p>

Key Capabilities		
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	6.3.1 Disseminates, promotes and develops reflective and evidence based practice models 6.4.2 Maintains high level awareness of client/member issues as impacted by political, economic, social and technological change 6.4.3 fosters a culture of excellence in service delivery 6.4.4 Champions respect for diversity and importance of culturally appropriate behaviours 6.4.5 Fosters a culture of respect for client’s confidentiality and dignity
Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Policy Development and Implementation Program Development Achieving Results Contract Management Complaints handling Continuous improvement	7.3.1 Researches options and consults with stakeholders to develop clear and workable policies and procedures that align with organisational mission 7.3.2 Manages programs and complex projects to work to timelines and budget and achieve goals and objectives and envisions and designs new programs 7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. 7.2.4 Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations 7.4.5 Encourages continuous improvement and establishment of systems for feedback and review
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and Development	8.3.1 Implements change management processes and monitors progress 8.3.2 Designs jobs and teams with an emphasis on multi-skilling and opportunities for shared learning 8.3.3 Establishes ways to capture, communicate and share innovative ideas and practices 8.2.4 Supports the use of new technology and develops skills to master new technology. 8.3.5 Establishes systems and processes for reviewing skills and professional development

Key Capabilities		
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategic Planning Quality Risk Management WHS Legislation and Compliance	9.3.1 Develops and implements work plans and targets to support implementation of strategic plan 9.3.2 Manages the implementation of quality systems and ensures that quality outcomes are achieved 9.3.3 Manages risk and encourages staff to take advantage of opportunities 9.3.4 Manages work practices for health and wellbeing of staff and compliance with WHS legislation 9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context. 9.3.5 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> • Build and maintain a professional rapport with each service program within TFSS • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] • Prioritise to achieve the objectives of TFSS and the objectives of each program • Provide appropriate communication based on the audience receiving • Follow processes and systems to maintain accurate records. 	As per TFSS policies and procedures
Responsibilities	To contribute to the operational objectives of the work area, a position at this level may include some of the following: <ul style="list-style-type: none"> • Undertake significant projects and/or functions involving the use of analytical skills; • Undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals; • Exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation; • Undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development; Negotiate on matters of significance within the organisation with other bodies and/or members of the public. 	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> • Provide advice on matters of complexity within the work area and/or specialised area; • Provide a consultancy service for a range of activities and/or to a wide range of clients; • Where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following: <ul style="list-style-type: none"> – provide support to a range of activities or programs; – control and co-ordinate projects; – contribute to the development of new procedures and methodology; – provide expert advice and assistance relevant to the work area; – supervise/manage the operation of a work area and monitor work outcomes; – supervise on occasions other specialised staff; – supervise/manage the operation of a discrete element which is part of a larger organisation; – provide consultancy services for a range of activities. 	
Workplace Standards	<ul style="list-style-type: none"> • Comply with the Quality Improvement Policy; • Promote and demonstrate a commitment to continuous improvement across TFSS; • Understand and comply with TFSS policies, procedures and workplace standards; • Maintain and ensure privacy and confidentiality; • Take active responsibility for your own well being in the workplace and gain assistance if required; • Use TFSS resources efficiently and effectively and treat them with due care; • Advise your manager or team leader of any obligations in relation to secondary employment; • Report any improper conduct; • Assist in the general maintenance, cleanliness and presentation of workplace facilities. 	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> • Comprehensive knowledge of organisation policies and procedures; • Specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation; • Specialist knowledge gained through experience, training or education; • Appreciation of the long term goals of the organisation; • Detailed knowledge of program activities and work • Practices relevant to the work area; 	As required

Position Specific Functions		
Expected Outcomes	Key Performance Indicator/s	Key Performance Indicator/s
Organisational relationships	<ul style="list-style-type: none"> Works under limited direction from senior managers or the Board; Supervision of staff. 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback; Ensure completion of timesheets; Ensure all appropriate receipts and travel claims are sent through with time sheets. 	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> Participate in supervision; Assist management to identify employee's own professional development needs; Attend relevant professional development opportunities in order to fulfil your role; Participate in cultural competencies, training and activities; Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service; Actively participate in a service evaluation and staff appraisals, review of job descriptions; Attend relevant meetings in relation to your role. 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety; Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act; Raise any concerns in relation to WHS with your Health and Safety Representative or Manager; Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately; Report to work in a fit and proper condition, so that you are able to competently undertake your duties; 	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children; As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; Report any misconduct committed by staff against a person under 18 years; Ensure that your actions do not expose clients or children to harm; 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW). 	
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for TFSS; Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders. 	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> All complaints are acted on and handled within policy; Manager is aware of complaints immediately. 	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> Act within policy and procedure Client brokerage expenditure Staff rostering Data Management Systems monitoring, authorisation and reporting Stationary expenses monitoring Security system Manage maintenance and repairs Purchases for program Client complaints Staff Disputes Acceptance into program confirmation Exercise a degree of autonomy; May manage a work area or medium to large organisation or multi-worksite organisation; Has significant delegated authority; Selection of methods and techniques based on sound judgment; Manage significant projects and/or functions; Solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

Decisions that are Referred to your Direct Supervisor
<p>All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;</p> <ul style="list-style-type: none"> Issues outside of policy guidelines Complaints from families or service providers Requests for new business from Funding Bodies Complaints from Funding Bodies



Conditions of Employment:

All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Board from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

CEO / Manager's Signature

Dated

CEO / Manager's Name