

# IMPACT Community Services Position Description



**JOB CODE:** 01.002.14  
**JOB TITLE:** Program Manager  
**PROGRAM/SECTION:** Intensive Family Support  
**REPORTS TO:** General Manager Operations  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010  
**CLASSIFICATION:** Social and Community Services Employee Level 4  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	22.09.2017	<b>Version:</b>	20170922
<b>File path:</b>	w:\corporate services\human resources\human resources current\workforce planning\position descriptions 2017 new template\01 management\002 - program service management\01.002.14 program manager intensive fam sup prog.docx		

**Impact Commitment Statement**

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

**Who are we?** As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

**What is our vision?** To lead the community in pioneering improved life opportunities

**What is our mission?** Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**What are our values?**  
 What do we expect from our staff and what do our clients expect from us?

**Trust** we are honest, accountable to our community and transparent in our actions

**Empowerment** in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

**Relevance** we serve our community’s needs through a contemporary individual choice based approach to community service

**Compassion** we are caring and understanding in our support of people in our community

**Inclusiveness** we believe that diversity in our community makes us stronger and provide equal opportunity to all



## OVERVIEW:

As the leader of a skilled and dedicated team of professionals you will manage the Intensive Family Support program being responsible for providing direction and support to the program as well as facilitating connections within the local community. You will provide personal and mentored support to your team to support vulnerable and at-risk families to build their capacity to safely care for and nurture their children. This investment aims to strengthen the protective factors within the family to ensure vulnerable children and young people can safely live at home, and for families to:

- become stronger and more resilient
- have improved life skills
- be safe and protected from harm

As the key person accountable for the effective delivery and growth of these services you will build a team culture of service, accountability and performance, prepare strategically aligned annual plans and budgets, develop and implement new service models, build and extend the development and capacity of team members, and implement new services in existing and new markets.

The Program Manager reports to the General Manager of Operations.

From time to time the Program Manager may be expected to perform additional tasks outside of this job role to meet the needs of the organisation.

## MAIN DUTIES/RESPONSIBILITIES:

Oversee the running of the program and provide leadership and support to program team members to ensure the smooth delivery of a professional and quality service:

- Demonstrate IMPACT's culture and values in work practice and in interpersonal relationships.
- Support and uphold the systems that are in place which provide a safe environment for staff, clients and visitors
- Effectively supervise team members to support them in providing a consistently high quality service:
  - Provide effective onboarding and ongoing training to staff
  - Implement best practice principles through professional and personal development.
  - Develop strong professional networks to identify opportunities for growth; and grow subject matter expertise and currency within the industry
  - Monitor program participant referrals, progress, program outcomes and exits to manage allocation of caseloads to team members
  - Support team members to identify, develop and maintain plans and goals that provide direction and purpose, are focused on skill development and placement prevention, and that can be accomplished during the time available
  - Maintain the focus on improving outcomes for children and their families and ensure service delivery is culturally appropriate
  - Actively promote positive outcomes and a positive culture within the program
- Maintain a small caseload of clients
- Develop and implement robust processes, principles, policies and procedures which support client centred work outcomes
- Complete all reporting requirements to a high standard, in a timely and through manner and in accordance with the program and funding agreements



- Ensure operational guidelines are met to ensure compliance with the relevant legislation and program policies at all times
- Actively seek to identify issues that are or could impact on program outcomes and implement strategies as appropriate, before these issues escalate. Manage critical incidents
- Establish, develop and sustain community networks/partnerships that together offer an integrated and holistic service to support clients. Provide information, appropriate referral pathways, and access relevant community resources and support.
- Maintain current client information, notes and reports on Departmental database as required
- Develop and manage program budgets
- Monitor program, provide recommendations and implement continuous improvements to service delivery in accordance with IMPACT's Strategic Plan goals

## CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

### *Essential*

- Tertiary Qualification in Social Work or Psychology
- Strong organisational and time management skills, initiative and the ability to successfully manage competing interests to meet deadlines and achieve outcomes
- Ability to lead and collaborate within a professional team to support positive outcomes for all stakeholders
- High level problem solving and negotiation skills with the ability to utilise strategies to facilitate collaborative relationships with all stakeholders
- Knowledge of and ability to implement service delivery that empowers clients with flexibility, choice, capacity building and transparency Sound knowledge of child protection issues or willingness to undertake training as deemed necessary
- Well-developed people management skills, capacity and experience in having challenging conversations and providing clear direction and feedback
- Relevant life experience and/or a demonstrated understanding of and ability to practice: strength based approaches when working with families; effective parenting and behaviour management techniques; and knowledge of child development
- Knowledge and understanding of the stresses on vulnerable families and the range of family risk and protective factors which impact on child outcomes
- Ability to manage several key relationships and to work in collaboration with stakeholders both internally and externally
- Demonstrated experience in planning, data collection and analysis and delivering effective program services
- A proven level of knowledge and competence in working with families
- Knowledge and understanding of all pertinent legislation and policies
- Experience in using a Client Information System and high level MS Office Word, Excel, Outlook and PowerPoint Skills
- Ability to think and act calmly and deal sensitively with distress and unpredictable behaviour
- Experience in the delivery of brief intervention, counselling and/or mediation



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## LICENSING AND ADMINISTRATIVE REQUIREMENTS

**Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.**

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

### Acknowledgement

I have received, reviewed and fully understand the position description for Program Manager – Intensive Family Support Program I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
SIGNATURE

/ / 2018

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DATE

