

IMPACT Community Services

Position Description



JOB CODE: 01.002.12
JOB TITLE: Manager Support Services
PROGRAM/SECTION: Early Childhood, Parenting Support Services, Social Inclusion Programs
REPORTS TO: General Manager – Health and Support
AWARD: Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION: Level 5
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

Approval Date:	31.05.2021	Version:	20241031
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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.

What is our vision?	Improving lives
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 participants expect from us?	<p>Put wellbeing first - Equip young people with strategies that will support and sustain their mental wellbeing into adulthood</p> <p>Build trust in relationships – Cultivate habits that build positive interactions and experiences with others</p> <p>Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p>Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p>Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome</p> <p>Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p>Create positive impact – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p>Strive for excellence – Pursue continuous growth, high performance and improvement</p>

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OVERVIEW:

The Manager Support Services manages a diverse portfolio of programs from ante-natal to elder, and is responsible for providing direction and support to all programs as well as facilitating connections within the local community. The role provides personal and mentored support to people experiencing or at risk of mental illness as well as early intervention and prevention services with resources that are aimed at improving child and family development, wellbeing and supporting the capacity of those in a parenting role.

As the key person accountable for the effective delivery and growth of these services, the Manager:

- builds a team culture of service, accountability and performance
- prepares strategically aligned annual plans and budgets
- develops and implement new service models
- builds and extends the development and capacity of team members
- implements new services in existing and new markets.

From time to time the Manager Support Services may be expected to perform additional tasks outside of this job role to meet the needs of the organisation. This is a leadership position and is based at our Bundaberg office, with travel to satellite sites to work. The position cannot be performed from home.

IMPACT is a Child Safe Organisation, and this position works directly with either children and/or young people. IMPACT is committed to the safety and wellbeing of children and young people and this position must adhere to the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

MAIN DUTIES/RESPONSIBILITIES:

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| <ul style="list-style-type: none">• Provide leadership and support to program team members to ensure the smooth delivery of a professional and quality service and actively promote positive outcomes• 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• Develop and implement robust processes, principles and policy which support client centred work outcomes• Complete all reporting requirements to a high standard, in a timely and thorough manner and in accordance with the program and funding agreements• Ensure accurate departmental reports and advice are delivered in a timely manner• Ensure operational guidelines are met to ensure compliance with the relevant legislation and program policies• Actively seek to identify issues that are or could impact on program outcomes and implement strategies as appropriate, before these issues escalate• Establish, develop and sustain community networks/partnerships that together offer an integrated and holistic service to support clients accessing both programs• Promote the social development of positive parent/child relationships and social inclusion activities by role modelling, education, and practical support• Promote the social development of positive parent/child relationships and social inclusion activities by role modelling, education, and practical support |
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- Actively develop strategies to ensure that all groups, including vulnerable and disadvantaged clients, can access their services. This included the needs of men and fathers to be involved in providing support to children and their families, where appropriate
- Provide information, appropriate referral pathways, and access relevant community resources and support
- Work collaboratively with support workers and program participants to identify, develop and maintain plans and goals, that provide direction and purpose
- Maintain current client information, notes and reports on Supportability and any Departmental database requirement
- Take reasonable care for personal health and safety in the workplace and that of others
- Developing and managing the relevant program budgets
- Monitoring program participant referrals, exits, progress and program outcomes
- Manage incoming referrals and allocation of caseloads to program team members
- Monitor program participation in organisational quality standard activities, auditing and compliance, provide recommendations and implement continuous improvements to service delivery in accordance with IMPACT's Strategic Plan goals
- 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.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- 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 mental health and family/parenting programs
- Knowledge and understanding of all pertinent legislation and policies

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- 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

Desirable

- Tertiary Qualification in a relevant field (Early Childhood, Mental Health, or leadership) and/or experience in community services or allied areas
- Experience in the delivery of brief intervention, counselling and/or mediation

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
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the position description for Manager Support Services. 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

DATE