



POSITION DESCRIPTION

Title:	Manager, Out of Home Care, Southern NSW
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Manager (equivalent to SACS 6)
Usual work location:	Nowra or Moruya
Cost Centre:	191
Usual hours of work:	Fulltime 76hrs per fortnight
Position Objective:	Responsible for the leadership and performance of the Out of Home Care team to ensure the delivery of high quality case management and care for OOHC clients aged 0-18 years, and management of Non-Placement Support Services (NPSS) within Southern NSW.

Position Responsibilities:

- Responsible for the overall management of OOHC program within Anglicare Southern NSW region ensuring services are provided within relevant legislation and contractual requirements.
- Responsible for financial management of services under direct management of this position.
- Responsible for oversight and management of NPSS program for Southern NSW region.
- Responsible for financial management of services under direct management of this position.
- Responsible for overseeing the recruitment, selection and retention of staff.
- Provide strong leadership consistent with the vision, mission and philosophy of the Agency.

- Participate in the negotiation of funding agreements and ensuring contractual requirements are met.
- Implement appropriate systems for effective service delivery and monitoring to ensure consistency across teams.
- Develop and implement risk management strategies within services.
- Work collaboratively with government and non-government agencies and seek new opportunities for partnerships.
- Participate in decision-making on operational matters and the future development of the Agency.
- Develop and maintain links with stakeholders, government departments and the community to provide an integrated approach to service delivery.
- Ensure staff are supported and developed in the performance of their roles in accordance with Agency policy, procedures and systems, and provided with regular high-quality reflective supervision.
- Assist with grants/tenders for future growth within the region.
- Provide monthly service and financial reports to the Regional Manager.
- Assist with developing local Parish partnerships.
- Represent Anglicare at a variety of meetings as required.

Key Behaviours:

- Leadership - uses appropriate interpersonal styles and methods to guide individuals or groups towards achieving results.
- Planning and Organising - establishes a course of action and marshals resources to achieve a specific goal.
- Problem Solving - identifies and defines problems and feasible solutions through gathering and analysing information.
- Resilient and practical approach to unanticipated events and requirements or sudden changes of priority.
- Outcome focused and reliable; identifies and accomplishes challenging objectives by doing whatever is necessary to achieve the goal or meet required deadlines.
- Supervision - directs, motivates and trains a team through personal example while ensuring a productive team environment.

Key Skills:

- Well-developed organisational and planning skills.
- High-level verbal and written communication and presentation skills; uses appropriate interpersonal styles and methods to guide individuals or groups towards achieving results and providing high quality services.
- Demonstrated ability to manage conflicts and complaints; listens to and understands the views of others.

- Well-developed computer literacy skills including Word, Excel, client databases.
- Demonstrated team building/mentoring/support and supervision skills.
- Well-developed understanding of maintaining, reporting and tracking financials including budgeting and monthly monitoring.

Key Knowledge Areas:

- An understanding of legislative requirements and standards within the OOHC sector.
- An understanding of complex care issues for children and young people in OOHC services.
- Demonstrated knowledge of Developmental Trauma.
- An understanding of continuous improvement strategies for both internal and external stakeholders.
- An understanding of promoting team building skills and personal development opportunities.

Key Experience:

- Leading teams to provide services children, young people, their families and carers.
- Demonstrated practical and theoretical skills related to the needs of children and young people and their families.
- Experience in supporting and developing a team.
- Experience in a management position.
- Experience in the coordination/management of Out of Home Care Services for children/young people highly desired.

Qualifications:

- Relevant degree in the human services field
- Current NSW Drivers Licence

Reports to: Southern Regional Manager

SELECTION CRITERIA – To be addressed as part of application

1. Relevant degree qualifications and experience in OOHC.
2. Demonstrated ability to manage, supervise and support a range of community services.
3. Demonstrated experience in budgeting and financial management.
4. Excellent verbal and written communication skills including report writing, computer literacy, interpersonal skills, networking, liaison, negotiation and public relations.
5. Demonstrated experience in developing and implementing policies and procedures.
6. A flexible, creative and lateral approach to service delivery, team development and change management and partnership development.
7. Demonstrated experience in the recruitment and support of staff, performance management and staff training.
8. Current Driver's License.