

Information for Applicants

Position: **Domestic and Family Violence Services - Operations Manager**

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

Classification: Social and Community Services Employee - Level 7

To apply, please provide:

- a cover letter, addressing all of the "selection criteria" outlined at the end of the attached Position Description;
- an up-to-date resume;
- contact details for two recent employment referees, one from a current or previous supervisor;
- your NSW Working With Children Check number and date of birth (for verification purposes);
- a recent Criminal Record Check if available.

Email your Application to employment@warrina.org.au with the subject heading 'Operations Manager'.



ABN: 17 299 668 457
T: 02 6651 1136 M: 0408 770 672
E: employment@warrina.org.au W:
www.warrina.org.au
PO Box 2027 Coffs Harbour NSW 21450



Position Description

Position:	Operations Manager
Reports to:	Chief Executive Officer (CEO)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee; Level 7
Hours of Work:	As per the Contract of Employment

Position Context:

Warrina Domestic & Family Violence Specialist Services Co-operative Ltd (Warrina) is a not-for-profit organisation providing a range of support services for women and children who are experiencing domestic and family violence.

Warrina currently manages the following services:

- The *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women*: funded by Department of Communities and Justice under the Specialist Homelessness Service (SHS) program, and incorporating the Women's and Children's Refuge and outreach service. The service provides crisis accommodation, case management, and support services to women and dependent children affected by domestic and family violence and/or homelessness.
- The *Coffs-Clarence Women's Domestic Violence Court Advocacy Service (WDVCAS)*: funded by Legal Aid NSW to cover the Coffs Harbour, Grafton and Maclean Local Courts. The service provides information, referral, advocacy and support to women and children who are experiencing domestic violence; co-ordinates the Safety Action Meetings for the Coffs-Clarence Local Area Command; and provides the Family Advocacy and Support Service and case management services. Staff operate from offices in Coffs Harbour and Grafton.
- *Safer Futures*: funded and accredited by Department of Communities and Justice. The service delivers a Men's Behaviour Change Program, through individual and group sessions, and works with men who have used violence in their past or present relationships to reduce re-offending and address their use of violence. The program is supported by the Women and Children's Advocate, who provides a voice to the stories and experiences of family members impacted by a man's choice to use violence against them.
- The *Staying Home Leaving Violence (SHLV)* program: funded by Department of Communities and Justice. The SHLV supports women and dependent children to remain in their homes after ending a violent relationship; providing case management and implementing physical security measures.
- A number of small grant-funded or partnership projects supporting women and children in the community.

Warrina is a co-operative governed by an elected Board of Directors, who meets on a monthly basis. The organisation is a registered Charity and Deductible Gift Recipient.

The Executive Team consists of the Chief Executive Officer, the Operations Manager, and the Finance & Governance Coordinator. The Executive Team works closely with the Service Co-ordinators to ensure the delivery of services according to program specifications.

The organisation employs around 35 staff in full-time, part-time, temporary and casual positions. Staff operate from various locations, and provide services across the Coffs Harbour, Bellingen, Nambucca, and Clarence local government areas.

Purpose and Function:

The aim of the organisation is to provide continuum of confidential, culturally and individually sensitive support services to women and children, in collaboration with government and non-government agencies, to reduce the effects of domestic and family violence.

The Operations Manager is responsible for overseeing the day-to-day operations of the organisation, and for the provision of high-quality services to its clients.

All staff are required to work collaboratively and within a feminist framework. This position requires an understanding of the gendered nature of domestic and family violence and the impact of exposure to domestic and family violence on children.

Core Responsibilities:

- Support the CEO with the overall management, governance, and strategic planning of the organisation;
- Oversee the day-to-day operations of services, undertake service planning and evaluation, and ensure the delivery of services according to services specifications;
- Undertake staff supervision, appraisal and development activities;
- Develop and maintain links with relevant service providers and the community;
- Manage the administrative requirements within areas of responsibility.

Organisational Management, Governance, and Strategic Planning

- Support the Executive Team with the day-to-day management of the organisation as a whole, and relieve the CEO as required;
- Assist the Executive Team with resourcing the Board of Directors and Co-operative Members;
- Assist the Executive Team with preparation and implementation of strategic and operational plans;
- Develop and review policies, and conduct risk management, compliance, and quality improvement activities, within areas of responsibility;
- Assist the CEO to prepare tenders, funding submission, and implement new programs;
- Assist the Executive Team and Service Co-ordinators with Human Resources management, including recruitment and conflict resolution.

Service Co-ordination and Delivery

- Support and oversee the Service Co-ordinators with the day-to-day management of their services.

For the portfolio of smaller programs that have no Service Co-ordinator (as per the Organisational Chart):

- Co-ordinate service activities in accordance with agreed strategies, in line with funding agreements and organisational policy;
- Develop, implement and improve systems and processes for the delivery of client-centred services, including identifying and addressing barriers to access;
- Prepare reports as required by the CEO, Board of Directors and funding agreement.
- Ensure the delivery of services to clients according to service specifications and organisational policy;
- Ensure the effective and efficient running of the service/s on a day-to-day basis;
- Ensure referrals are assessed and client intake assessments completed in a timely fashion. Ensure risk assessments are performed for each client as required;
- Ensure the team/s work with clients within a trauma-informed framework;
- As required, ensure the team/s work with clients within a case-management framework. Ensure case plans are developed, monitored and updated for each client on a regular basis;
- Ensure any child protection concerns or disclosures are reported as soon as possible (and, where appropriate, with the mother's participation) to the child protection helpline.

- Ensure the team/s promote independence, assertiveness and self-determination for clients. Encourage creative problem-solving and conflict resolution;
- As required, ensure the team/s foster parent effectiveness skills, and provide support and care to children according to service procedures;
- Ensure the team/s refer clients to relevant and appropriate services. Work co-operatively and collaboratively with other service providers to improve outcomes for clients, and advocate on behalf of clients as appropriate;
- Develop and maintain referral pathways and protocols.

Supervision, Support and Team Development

For all staff in the direct line of supervision (as per the current Organisational Chart):

- Provide ongoing supervision, support and debriefing to service staff, and identify requirements for external supervision as required;
- Undertake staff appraisals in accordance with organisational policy;
- Manage and monitor staff workloads and work schedules;
- Ensure staff fulfil the requirements of their positions descriptions;
- Convene and co-ordinate team meetings on a regular basis;
- Co-ordinate staff development and training activities.

Community Engagement

- Facilitate and maintain links with key government and non-government organisations and networks relevant to maximising outcomes for clients;
- Initiate and participate in service co-ordination activities with other agencies to maximise the service options and outcomes for clients;
- Collaborate with sector stakeholders to create positive change for women and children;
- Represent the service at relevant meetings, forums and seminars as requested by the CEO.

Office Management and Administration

- Ensure that all client data and record keeping systems are utilised effectively and accurately within the area of responsibility;
- Manage staff rosters and ensure staff timesheets are submitted, checked, approved and forwarded to the Finance team in the required timeframe, within the area of responsibility;
- Approve expenditure according to organisational policy. Submit accounts to the Finance team in a timely fashion;
- Conduct routine risk assessments. Regularly and frequently review the work environment, identify and address any apparent safety issues.

General Responsibilities:

- Maintain an understanding of relevant legislation, funding guidelines and policies, including those relating to domestic and family violence, child protection, and privacy. Maintain familiarity with current policies, guidelines, research, and other resources, as they relate to the organisation and its services;
- Comply with organisational policies and procedures;
- Prioritise workload and meet deadlines;
- Monitor and actively manage work and personal stress, to promote personal well-being in the workplace;
- Proactively engage in supervision and performance appraisals;

- Participate in staff meetings and staff development activities;
- Communicate effectively with other staff, clients, management, other service providers and the community;
- Produce reports and documents as directed;
- Other duties consistent with the position, as required by the CEO.

Key Accountabilities:

- Demonstrate leadership and management skills;
- Demonstrate supervision, mentoring, and conflict resolution skills;
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers;
- Engage with women from diverse backgrounds and their communities.

Organisational Relationships:

- Board of Directors of Warrina;
- CEO of Warrina;
- Executive Team of Warrina;
- Service Co-ordinators;
- Team staff;
- Other staff of the organisation.

Other Relationships:

- Clients of the organisation's services;
- Other service providers;
- Peak bodies of the organisation's services;
- Funding bodies of the organisation's services.

Physical Demands and Work Environment:

- Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.
- Due to the nature of the position, the work is required to be carried out onsite.
- The position requires travel between the office and other locations on a frequent basis as a normal part of duties.

Conditions of Employment:

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.

Selection Criteria:

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

Essential Criteria

- Minimum of 3 years' experience managing small to medium team or service in a related sector;
- Tertiary qualifications in community welfare/social science and/or community sector management;
- Thorough working knowledge and understanding of the issues impacting on women and children experiencing domestic and family violence;
- Demonstrated leadership and management skills, including conflict resolution;
- Demonstrated report writing and tender preparation skills;
- Demonstrated knowledge of compliance requirements with funding agreements and legislation;
- Demonstrated ability to model professional boundaries and interactions with clients, staff and service providers;
- Demonstrated ability to engage with women from diverse backgrounds and their communities;
- Understanding of child protection legislation and experience in mandatory reporting;
- Working knowledge of the community sector and referring agencies;
- Ability to deliver services in accordance with organisational policies and procedures;
- Knowledge and understanding of privacy and confidentiality issues;
- Excellent written and oral communication skills;
- Good understanding of computers and information technology;
- Ability to pass the Working With Children Check and Criminal Record Check;
- Current NSW driver's licence.

Desirable Criteria

- Background in quality assurance management;
- Background in human resources management;
- First Aid Certificate;
- Access to private vehicle for work use.