

JOB DESCRIPTION

TITLE OF POSITION	Senior Manager - Family and Community Services
CLASSIFICATION LEVEL	Lutheran Care Level 7
PROGRAM	Family and Community Services

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

ROLE SUMMARY

The Senior Manager of Family and Community Services provides high-level leadership and support to a diverse portfolio of programs across the Northern Adelaide, Barossa Valley, and Hills regions. This position directly supervises the Operations Managers responsible for programs such as the Ingle Farm Family Zone hub, Community Connections, the National Community Hubs program, Aged Care Volunteers Visitors Scheme, Family and Relationship Services, Specialist Family Violence Services, Homelessness support in the Barossa, and Financial wellbeing services. The programs assigned may vary from time to time to meet the business needs of Lutheran Care.

In partnership with the Executive Manager, the Senior Manager is also responsible for identifying and pursuing opportunities to expand Lutheran Care's community reach. This includes actively exploring and establishing new services as required to meet the evolving needs of the community.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Senior Manager Family and Community Services reports to the Executive Manager, Community Services.

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SPECIAL CONDITIONS

Any offer of employment is subject to:

- a current and satisfactory DHS Working with Children Check
- a NDIS worker check prior to being employed and a National Police Check

The successful applicant will also require:

- A current COVID-19 vaccination certificate to be provided prior to commencement.
- To hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel).
- A willingness to undertake regular travel to various Lutheran Care sites.
- To provide a current Safe Environments for Children & Young People certificate, or willingness to obtain.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures ▪ Comply with Professional Codes of Practice.
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the Executive Manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Lead and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.

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Work Health and Safety	<ul style="list-style-type: none">▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none">▪ Monitor financial reports, expenditure and budget to meet budgetary requirements.▪ Maintain records of activities as required for accountability purposes.▪ Manage resources and risks efficiently and effectively.▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none">▪ Contribute to the delivery of high quality services.▪ Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Leadership and Management	<ul style="list-style-type: none">▪ Provide leadership, supervision, performance review and development plans, performance management and effective working relationships with delegated staff.▪ Plan and monitor workloads to maintain a high standard of service and service delivery.▪ Maintain effective management and accountability structures that support continuous improvement.▪ Lead processes that support operational requirements and meet legislative and contractual requirements.▪ Provide advice to the Executive Manager about trends that impact upon service delivery and funding.▪ Provide management of the Community Connections Program Regional coordinators in the Barossa Valley and the Hills.▪ Provide senior leadership support to the Operations Managers of Ingle Farm Family Zone and the Barossa Valley Site.▪ Provide high-level advice and support to Lutheran Care leadership and other key internal stakeholders.▪ Maintain active membership of RAP committee.▪ Ensure regular team and leadership meetings are conducted to build collaborative relationships across your area.

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Strategic Management	<ul style="list-style-type: none"> ▪ Work across LC leadership to identify and plan initiatives for improving organisational service delivery practices in relation to Family and Community Services. ▪ Identify information requirements to support service delivery planning and management and performance reporting. ▪ Contribute to all aspects of business planning including providing advice and support. ▪ Contribute to the development and implementation of the Lutheran Care Strategic Plan. ▪ Build and maintain strategic relationships with relevant external stakeholders. ▪ Identify opportunities for service enhancement and expansion, using a range of data and information sources. ▪ Undertake and support timely and accurate reporting as per service requirements ▪ Undertake and support review and evaluation of programs and site functions.
Service Implementation and Development	<ul style="list-style-type: none"> ▪ Support the development of services and programs and lead the roll out of new services in the regions you oversee including the Northern Adelaide, Barossa and Hills areas as per funding secured.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualifications in Management, Human Services or relevant experience.
- Demonstrated experience (5+ years) in providing management and leadership support.
- Extensive experience in leadership and management of community service programs and staff.
- A demonstrated understanding of culturally responsive and trauma informed approaches to best practice services delivery.
- An extensive understanding of the Community Services sector, including in depth knowledge of best practice approaches and identify opportunities for service integration and innovation.
- Demonstrated ability to act strategically and exercise high level judgement.
- High level communication skills, including interpersonal skills and ability to provide concise advice verbally and in writing.
- The ability to negotiate effectively at a senior level within and external to Lutheran Care.
- High level knowledge of the design, delivery, facilitation and support of community development initiatives.

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- Extensive networking experience with a broad range of government, non-government agencies.
- Demonstrated understanding of Aboriginal Peoples and Cultures within a Social Justice Framework.
- Proven ability to manage demanding workloads, deal with ambiguity and manage competing priorities.
- An ethical approach demonstrating high levels of personal integrity, and credibility.
- Extensive experience working with vulnerable populations including, Aboriginal and CALD communities.
- High level skills financial and budget management.
- Experience in staff management including supervision and performance management practices.
- Extensive experience in leading and motivating a team with a proven track record of leading initiatives across an organisation.
- Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, Cultural Safety, and Continuous Improvement principles.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within the context of the not-for-profit organisation.

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____

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