Position details

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| **Position Title:** | Manager Community Capacity Building - Strategy and Growth | **Reports to:** | General Manager Community Capacity Building |
| **Team:** | Community Team | **Location:** | Brunswick |
| **Group:** | Community Capacity Building | **Hours:** | 1 EFT |
| **Classification:** | Level 7 | **Status:** | Fixed term: Two years |

# The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing, and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral, and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations, and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood, and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

* Delivers services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
* Works in partnership with client communities and the sectors they interact with
* Provides professional and organisational development to internal and external stakeholders
* Advocates to governments for improvements to policies and programs
* Conducts and contributes to research.

Working in partnership with thousands of clients, their families, and communities a year, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

* Direct (Client) Services
* Community Capacity Building
* Practice and Sector Development
* Corporate Services.

## Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

## Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

## Child and Family Safe

## Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols, and staff development.

# Organisational Area Summary

The Community Capacity Building Program (CCB) works with refugee background communities to strengthen their capacity to rebuild and recover after surviving torture and other traumatic events. CCB supports communities to positively manage the impact of the refugee and resettlement experience to improve outcomes and optimise socio-economic participation through strong engagement with Foundation House and other service providers. CCB works in partnership with refugee communities, service providers and systems through community engagement, networking, co-facilitation of groups, leadership support and development, and co-joint direct service work with Foundation House Counsellor Advocates. The work of CCB is guided by *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Backgrounds (2nd ed*).

CCB comprises three areas of work:

* Capacity Building Team
* Mental Health Promotion Team
* Community and Client Advisory Groups

# Position Summary

## The Manager Community Capacity Building – Strategy and Growth (MCCBSG), in conjunction with the CCB Leadership Team, will be responsible for special projects including strategic planning for the development and growth of the program, expansion into new communities; embedding *Rebuilding Shattered Lives* into CCB work and future directions; researching and drafting funding proposals; reviewing and analysing optimum data capture systems and processes; integration with Direct Service and Practice & Sector Development; building and strengthening key stakeholder relationships. The MCCBSG will also support the General Manager Community Capacity Building (GMCCB) in the achievement of objectives and priorities as set out in the strategic plan.

# Scope & Dimensions

Budget: Nil

Number of staff: Nil

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# Key Responsibilities

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| **Key Responsibility** |
| **Leadership**   * Executive: * Attend, participate and contribute to Agency Management Team (AMT) meetings as a non-executive member * Group: * As a member of the CCB senior leadership group, support the GMCCB to lead and manage the CCB team in terms of program direction, staff performance and development, budget management, internal and external reporting, stakeholder relationships * Manage specific projects and relevant staff in consultation with GMCCB and in accordance with strategic priorities * Lead operational planning that will ensure that the priorities identified in the Strategic Plan are achieved well, and on time * Lead the effective implementation of strategies that productively incorporate advice and input from refugee background communities in the design and delivery of community capacity building services * Lead the development and production of community capacity building resources * Support the management of CCB program activity that meets service agreement targets * Take a lead role in strengthening the integration of CCB activities across program areas through collaborative work with colleagues in Direct Services and Practice & Sector Development. |
| **Relationships and reporting**   * Seek, identify and secure additional resources to extend the work of the program * Develop and help lead a stakeholder engagement and relationship building program * Represent the agency and program in meetings and negotiations with government, non-government and sector entities * Produce and deliver accurate and timely reports to satisfy accountability requirements under service agreements * When required provide reports to the Board of Management and AMT. |
| **Special projects**   * Develop initiatives and strategies: * for the growth of CCB through increased funding and broad sector engagement * to further strengthen dialogue and partnerships with community leaders and refugee background communities, including those that the agency may not yet be optimally engaged with, and/or newly arrived communities * to embed Rebuilding Shattered Lives, trauma informed, and trauma focussed care more fully in the work of the CCB program * to develop and implement systems to effectively and accurately collect, record, analyse, report and productively use CCB activity data * to manage the Community and Client Advisory Group project and collaboratively liaise with colleagues on related strategic projects. |
| **Personal**   * Participate in Foundation House’s staff development and review plan process * Develop and work to an annual work plan * Be an active participant in team meetings to maximise contribution to the work of the team * Participate in all staff, group and other relevant meetings. * Work to ensure professional and cooperative working relationships within own team and with other departments across the agency * Participate in identifying quality improvement initiatives and strategies * Attend and participate in all training opportunities identified for the role * Liaise with and seek senior advice as required. |
| **Additional**   * Undertake reasonable travel following the duties of this position. * Perform any other duties as directed by the organisation within the scope of the classification. |
| **Health & Safety**  Actively lead, manage and contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace. |
| **Child and family safety**  Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant. |

# Key Selection Criteria

## Qualifications

Tertiary qualifications in Community Development, Public Health, Social Work, Psychology or other related field relevant to the management of community capacity building. Relevant post graduate qualifications will be highly regarded.

## Background

Applicants who are of refugee and/or a culturally and linguistically diverse (CALD) background will be highly regarded.

## Experience, Knowledge & Skills

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| * A proven record of experience and achievement related to refugee background community capacity building and in managing and leading within a community service organisation * Experience related to working with refugee background people and communities recovering from traumatic events, including an understanding of the education, health (including mental health and community health) and settlement service sectors and the associated issues that impact people of refugee background * Demonstrated theoretical understanding and application of trauma informed and trauma focused practice in community engagement activities * Demonstrated experience in the development, planning and delivery of high quality services and meeting contracted service delivery targets in accordance with organisational standards, policy and procedures * Demonstrated experience in managing staff * Successful experience in project management and supporting change management processes, particularly to drive innovation and create a culture of continuous improvement * Proven ability to contribute constructively to organisational strategy and culture and work effectively as part of a management team * Excellent interpersonal skills supported by strong written and verbal communication skills. This will be demonstrated through effective and inspiring communication and engagement with colleagues, staff, community leaders, clients and external stakeholders * Proven skills in analysis, decision making and critical thought.  Prerequisites of employment  * Satisfactory police check * Signing and abiding by the Foundation House Child Safe Code of Conduct * Working with Children Check (WWCC) * COVID-19 vaccination (up-to-date, triple dose) * Current Victorian driver’s licence * The right to live and work in Australia.   The position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement 2014. |

# Approval and Acknowledgement

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| **Date PD last reviewed:** | New position description |
| **PD Approved by:** | General Manager Community Capacity Building |
| **Date of approval:** | 06 May 2022 |