

POSITION DESCRIPTION



FAMILY SAFETY PROGRAMS MANAGER FAMILY SAFETY TEAM

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- Reports to the Chief Executive Officer.
- Works closely with all members of the Management Team.
- Collaborates with the Settlement Services team, Health and Disability Team and other program areas.
- Collaborates with other service providers and sector partners.
- Direct reports include:
 - Supervisor – Specialised Intensive Support (SIS)
 - Senior Case manager – Family and Domestic Violence
 - Project Officer – Stronger Men’s Program
 - Project Officer – Communities for Change and New Arrivals Wellbeing Project
- Indirect reports include:
 - Case manager/s – SIS, non SETS and DFV case worker
 - Project Officer– Community Services Support Program

2. KEY RESPONSIBILITIES

The Family Safety Manager is responsible for the management of programs related to family safety and wellbeing of newly arrived families and families of culturally and linguistically diverse (CALD) background.. The manager is tasked with ensuring current programs are delivered effectively and identifying opportunities to both expand and improve early intervention and prevention initiatives which provide support to vulnerable individuals and families.

Leadership and Management

- Responsible for the overall management and delivery of the family safety programs and the development and achievement of organisational goals.
- Provide leadership, advice, and support to staff within the team as required and in collaboration with their direct supervisors and undertake performance management responsibilities in line with organisation’s calendar.

POSITION DESCRIPTION

- Identify, implement and develop new initiatives which meet the needs of people from a refugee/CALD background with a particular focus on developing programs that focus on reducing family violence and improving family outcomes among new arrival communities.
- Provide assistance, advice and support with tender submissions which support organisational growth.
- Promote a client centred and professional culture which is both responsive and culturally sensitive to the needs of CALD clients.
- Development of relevant business plans and budgets, ensuring consistency and relevance across the team.
- Ensure effective management, planning and organisation of own work and overseeing the effective time management of team members.

Program Delivery

- Oversee the effective management of several current and future programs within the organisation including:
 - Family and Domestic Violence Program
 - Specialised Intensive Support
 - Community Services Support Program
 - Stronger Men's Program
 - Communities for Change
- Ensure Family Safety Programs achieve agreed performance indicators and service performance targets.
- Ensure compliance with all contractual, performance, legal and quality standards for all programs.
- Work with the Corporate Services Manager to ensure program income and expenditure is in line with the annual budget
- Ensure confidentiality and privacy of client information and ARA data is maintained.
- Ensure implementation of ARA's policies and procedures and 'Best Practice' methods to maintain a high standard of service.
- Ensure services are culturally sensitive and appropriate.

Partnership and stakeholders

- Engage with stakeholders for the purpose of seeking new opportunities, promoting existing ARA programs, growing and expanding current programs, developing partnerships, improving service delivery and the utilisation of resources.
- Model stakeholder engagement and results driven accountability.
- Establish working parties with partner organisations, community leaders, community educators and stakeholders for the purpose of developing, growing and delivering effective programs.
- In collaboration with team members, ensure ARA has a robust, meaningful consultation processes, referral pathways and communications with meaningful stakeholders and partner organisations.
- Participate in forums and conferences and attend meetings to develop mutually respectful and effective working relationships to achieve the above.

Reporting

POSITION DESCRIPTION

- Provide regular updates and reports, including statistical data, to the CEO on program performance in line with performance targets.
- Report to funding bodies in accordance with specified timeframes, service performance targets and project outcomes.
- Provide accurate timesheets and mileage records for the approval.
- Report any significant reputational or risk issues or concerns to the CEO immediately

3. PERSONAL CRITERIA

Qualifications

- A relevant tertiary degree in Social Work, Psychology, Counselling or equivalent qualification is required.
- Current Australian Driver's licence.

Experience & Knowledge

- Experience delivering programs in the community services/not-for-profit industry.
- Experience with and knowledge of current case management requirements and social work practice
- Minimum of seven years' experience managing client centred programs and initiatives.
- Minimum of five years' management experience.
- Proven leadership and team development skills with the ability to manage numerous programs and staff.
- Proven experience in providing supervision, counselling, group work, social work and trauma informed practice.
- Experience working in and advance understanding of the current legal environment in relation to family and domestic violence.
- Experience developing and implementing new business initiatives and pilot projects.
- Experience working within a multicultural service environment.
- Knowledge of relevant stakeholders and networks to support client outcomes.
- Knowledge of refugee needs and South Australian settlement services and the sector.
- Knowledge and understanding of culturally and linguistically diverse communities.
- Knowledge of government policies and contemporary service models as relevant to the program.
- Understanding and skill in relation to multicultural and cross-cultural issues.
- Understanding of the Safe and Together Model and child centred practices.

Personal Capabilities

- Ability to positively contribute to the leadership and management of the organisation.
- High degree of management, analytical, problem solving and decision making skills.
- Demonstrated ability to effectively manage human and financial resources to meet organizational and program outcomes.
- Ability to work in cooperation and consultation with other ARA staff members as well as external providers, partner organisations and funding bodies.
- Ability to effectively manage a diverse team and conduct formal and informal management processes.

POSITION DESCRIPTION

- High level of written and verbal communication skills including the ability to liaise, negotiate and advocate.
- Ability to identify and develop new service initiatives and manage a range of services which address the needs of refugees.
- Ability to work autonomously to meet deadlines and display flexibility in response to changing circumstances and priorities.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client-oriented service provision.

National Workforce Competencies for Settlement Practitioners

- Foundational Settlement Practice
 - Places the person at the centre of all practice
 - Promotes individual agency
 - Promotes contemporary evidence based practice
 - Provides culturally responsive support
 - Provides trauma informed support
 - Facilitates referral pathways into services and supports with a view to effective settlement
 - Works with the community and other local stakeholders for enhanced community agency
- Specialist Settlement Practice
 - Facilitates extended intensive job readiness, employer engagement and workplace integration
 - Facilitates specialist support that is aligned with the National Youth Settlement Framework
 - Facilitates settlement support that promotes mental wellbeing and recovery from trauma
 - Facilitates settlement support with regards to family and domestic violence
- Communication
 - Facilitates effective interactions with others
 - Mitigates communication barriers and the physical environment for interactions
 - Adapts communication to the goals and sensitivity of the interaction
 - Collects relevant information and keeps relevant stakeholders informed
- Collaboration
 - Is an active member of the team in partnership with stakeholders
 - Maintains constructive and collaborative working relationships characterised by respect, support and trust with colleagues whilst maintaining ethical boundaries
 - Anticipates, identifies, acts upon and learns from tensions or potential areas for conflict
- Professionalism
 - Adheres to the duties, obligations and codes of conduct defined by occupational organisational procedures

POSITION DESCRIPTION

- Upholds legal and ethical principles including confidentiality, consent, conflict of interest, duty of care, dignity, privacy, capacity, personal boundaries and safeguarding
- Works to work health and safety policies and procedures and participates in continuous improvement activities
- Engages in self care practices that promote emotional resilience, health and wellbeing
- Decision making
 - Adopts the approach to decision making that reflects the complexity, urgency and consequences of decisions
 - Demonstrates flexibility, patience and a calm demeanour under pressure
 - Participates in identifying and managing risk
- Leadership
 - Clearly articulates the end state
 - Engages the team to gain buy in
 - Is able to turn vision into reality

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have DHS Working with Vulnerable People clearance, updated every three years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third-party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after-hours work.

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____