

# Position Description

<b>Position title</b>	Manager, Pilbara Services
<b>Document ID</b>	
<b>Program/Unit</b>	WA Services
<b>Classification</b>	Full-time
<b>Position reports to</b>	State Director, WA

## Organisational context

On 1 July 1997, MacKillop Family Services was formed as a new organisation by re-founding seven agencies operated by the Sisters of Mercy, the Christian Brothers and the Sisters of St Joseph of the Sacred Heart in Victoria. However, our legacy and inspiration is much older. From the 1850s, these three congregations, respectively founded by Catherine McAuley, Edmund Rice and Mary MacKillop, worked in Victoria to establish homes for children who were orphaned, destitute or neglected, and for families who were in need of care and support. Throughout the years, the original model of institutional care evolved into different forms of residential care, foster care, education, family support and disability services.

The purpose and character of MacKillop Family Services as a Catholic organisation, continues to draw from the lives, works and inspiration of the three founders who provide a living model for the way our staff and volunteers approach their work. Woven through this ethos is the acknowledgement and recognition of the inherent Aboriginal spirituality of this country and respect for the cultures that have lived here for thousands of generations.

Today, we continue this work within the framework of Catholic social teaching and in the spirit of the Gospel - one of radical inclusion, restoration and accompaniment. MacKillop Family Services is now a national organisation and a leading provider of services for children, young people and families across Victoria, New South Wales, ACT, Western Australia and to other organisations in every state and beyond. We offer services and programs in family support, foster care, residential care, disability services, youth support, education and training, parenting, family therapy, mental health, family violence, early childhood, and support to women and men who, as children, were in the care of our founding agencies.

At MacKillop we pay respect to all Aboriginal and Torres Strait Islander peoples and their Elders - past, present and emerging - and acknowledge the importance of their stories, history and wisdom. They hold the memories, traditions, cultures, hopes and aspirations of all Aboriginal and Torres Strait Islander peoples. We are strongly committed to the ongoing work of Aboriginal self-determination, reconciliation, and cultural safety for our Aboriginal and Torres Strait Islander clients, staff and stakeholders.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2020/21 financial year of over \$150 million.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

This position is situated in the Pilbara with our office located in South Hedland.

The Pilbara Manager will be responsible for ensuring Pilbara WA programs are professionally managed and supervised to provide quality services to clients and to ensure all reporting and administrative functions are completed. Some delivery of services to clients may also be required.

### **The Mackillop services in the Pilbara include:**

- The Indigenous Healing Service which provides healing, support, counselling and a therapeutic response to children and young people and their families affected by child sexual abuse and/or family and domestic violence.
- General Foster Care which provides 10 placements in partnership with Wirraka Maya Aboriginal Health Service.
- The Family Care Support Service providing in home intervention to extended family caring for children in care.
- The Intensive Family Support Service providing in home support to families where children are at risk of being placed in care, or are being reunified with their family

## Primary objectives

The Manager Pilbara Services is responsible for oversight, coordination and management of all staff and programs in the Pilbara. The Manager will work with the Operations Manager and State Director WA, other Mackillop staff and the Dept. of Communities to ensure the development and implementation of therapeutically oriented, culturally appropriate, and safe services. The Manager oversees all service delivery to children and families and is responsible for liaising with stakeholders for the service as well as reporting to the Department.

## Key result areas and responsibilities

### **Program Development, Implementation and Review**

The Manager Pilbara Services will:

- Provide leadership and vision within MacKillop's Pilbara Services, in line with MacKillop's values and Sanctuary principles
- Establish and maintain positive relationships with the key stakeholders and partner agencies relevant to the Services to ensure a co-ordinated, effective, and timely response to children and families.
- Oversee and coordinate management within Pilbara Services. Contributing to corporate policy and planning, administering budgets and managing finances and property.
- Coordinate administrative procedures for Pilbara Services in consultation with Operations Manager and State Director WA.
- Ensure reports are completed and submitted that meet internal and external requirements and deadlines. This includes assisting with the preparation of tender documents for new and ongoing programs.
- Assist with the development of policies and procedures that are relevant to Northwest Services in liaison with Operations Manager and State Director WA.
- Be actively engaged in service level networking and service and community development initiatives, representing the agency on relevant external committees and within the broader community.
- Participate in senior management group meetings and report regularly to the State Director WA.
- Coordinate the recruitment and induction of staff.
- Provide professional supervision to line reports and administrative staff within Pilbara Services to ensure high quality, culturally safe and consistent service delivery.

- Liaise with Operations Manager WA to ensure quality and reporting requirements are met.
- Liaise with clients and other key stakeholders to assist in identifying gaps, barriers, or weaknesses in service delivery, and assist in devising strategies to address these, including the use of evaluation tools for all programs.
- Liaise with and provide reports to the Funding Agency in relation to service issues, referrals, case contracting, case reviews and similar matters.
- Ensure auditing of and accountability for case records and the computerised client data base in accordance with program procedures and Departmental compliance requirements.
- Co-ordinate and facilitate meetings to discuss the needs and progress of each of the Pilbara programs, and attend organisation meetings as relevant.
- Attunement to, and awareness of the requirements of culturally appropriate and safe practice.
- Carry a small case load and provide support to others as required.

## Client Services

The Manager Pilbara Services is also responsible for:

- Liaising with Operations Manager and State Director WA on strategies for the continual improvement of services.
- Ensuring that a high quality customer service perspective is reflected in service delivery.
- Ensuring that culturally safe and professional service standards are maintained.
- Ensuring professional records and administrative systems operate according to agency requirements.
- Maintaining a case load of clients as required.

## Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people, and their families.
- An appropriate tertiary qualification in Counselling, Psychology, Social Work, or a related discipline is essential.
- Demonstrated staff supervision and service management experience in Community sector services with excellent communication skills, both verbal and written.
- Excellent interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Ability to articulate and reflect upon personal and professional values, to be innovative and flexible, work independently, demonstrate initiative, motivate staff and work effectively under pressure.
- Knowledge of current trends and contemporary practice, experience liaising with funding bodies and financial management skills to prepare and monitor budgets.
- Knowledge of the impact of trauma and vulnerability in children, young people and families, particularly relative to the Pilbara region, including an understanding of the child protection system.
- An understanding of Attachment, Trauma theories, child development, child-centred approach, and resilience.
- Ability to plan, organise and prioritise work with analytical and conceptual skills in strategic planning, goal setting and evaluation.
- Ability to provide leadership and vision with an ethical approach to practice and strong people management skills, including team dynamics, delegation, assessing performance, providing feedback and resolving conflicts.
- Other duties as required.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current WA Driver's Licence.
- Valid and current WA Working with Children Card
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

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<b>Approver's full name:</b>	Kellie Goes	<b>Date:</b>	05 June 2021
<b>Approver's position title:</b>	State Director, WA		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*