

# Position Description

<b>Position title</b>	Area Manager, Wimmera South West
<b>Document ID</b>	
<b>Program/Unit</b>	Wimmera South West (Warrnambool)
<b>Term</b>	Full time
<b>Classification</b>	
<b>Position reports to</b>	Director, Child Youth and Family

## 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

The Area Manager Wimmera South West is responsible for leading staff in the delivery of the day to day operations of MacKillop's Wimmera South West programs; therapeutic residential care, home based care, targeted care packages, Animal Assisted Therapy, Mentoring program and case management support for children and young people with high and complex needs.

The Area Manager is a member of the MacKillop Management Leadership Team and reports to the Director Child, Youth & Families. The Wimmera South West program operates throughout the South West area of Victoria. The Manager is based in Warrnambool with an expectation to travel within the area and to Geelong/Horsham/Melbourne on occasion.

## Primary objectives

Manage the program within the agreed strategic and service plans, and MacKillop Family Services policies and procedures.

## Key result areas and responsibilities

- Manage and lead the Wimmera South West staff to deliver high-quality programs and services in line with funding agreements, registration standards and program guidelines.
- In line with the Sanctuary Model lead, develop and manage the team in the delivery of high quality, safe, proactive and innovative programs and services, a positive work environment and effective teamwork.
- Ensure that all teams have processes to provide supervision, support and professional development to staff to ensure that service objectives and best practice guidelines are achieved.
- Provide regular supervision and support to direct reports within the Program.
- Represent the needs of the service within MacKillop and the wider community.
- Ensure that staff and volunteer grievances, client complaints and allegations of abuse are managed fairly and in accordance with MacKillop Family Services policies and procedures and participate in the application of Child Safe procedures and practice.
- Manage the development of effective relationships with the agencies, services, networks and supports that exist in the community and utilise these to support, inform and create independence for the young people in the program.
- Chair the Therapeutic Residential Care and Education Panels
- Lead the design and implementation of a yearly Operational Plan
- Ensure appropriate protocols and client information systems are maintained as per MacKillop Family Services' requirements.
- Participate in continuous quality improvement initiatives, including service review and evaluation to facilitate the development of best practice.
- As area site manager, take all reasonable and practical steps to ensure that all MacKillop worksites are safe and ensure regular consultation with the Occupational Health and Safety Representative.
- Review and manage program WorkCover costs, OH&S and staffing issues. Participate on MacKillop Family Services OH&S committees as required.
- Ensure the correct and timely local implementation of WorkCover and Rehabilitation/Return to Work policy and procedures.
- Support potential expansion of the program throughout the area.
- Participate in appropriate professional development opportunities, supervision and an annual performance appraisal.
- Undertake other duties as required.

## Key selection criteria

- Understanding of and commitment to MacKillop objectives, ethos and values and Sanctuary Commitments.
- Relevant tertiary qualifications and evidence of senior level experience in social work, public policy, child protection, out of home care or a related discipline.
- Demonstrated sound knowledge and understanding of overarching quality and policy frameworks underpinning Out of Home Care in Victoria.
- Demonstrated understanding of the provision of contemporary practice and therapeutic models of Out of Home Care.
- Evidence of high level organisational and management skills to develop and improve programs to meet and/or exceed targets and deliver effective and successful outcomes.
- Demonstrated ability to lead, motivate and develop high functioning client outcome focused teams.
- Demonstrated experience as a member of a leadership team with the ability to work cross functionally at senior levels to deliver outcomes; proven networking, engagement and relationship building skills and the ability to represent the organisation in various forums.
- Demonstrated experience in project design and implementation.
- Well-developed skills in assessing risks, needs and the safety for children and young people residing in residential facilities and home based care, as well as leaving care.
- Demonstrated analytical problem solving skills, the ability to assess options and identify and implement creative, innovative and flexible solutions.
- Demonstrated experience of effective budget preparation, forecasting and management.

The successful candidate is required to:

- observe and actively support MacKillop Family Services OH&S policies and strategies,
- attend mandatory and other training as required, and
- actively participate in MacKillop Family Services Bid Management process (as required).

The position requires some travel within the area and to Geelong/Melbourne.

The successful candidate must possess:

- relevant tertiary qualifications;
- a valid and current Victorian Driver's Licence;
- a satisfactory criminal history check; and
- a Working with Children Check.

## 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 Victorian Driver's Licence.
- Valid and current Victorian Working with Children Card.
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

• <b>Approver's full name:</b>	Ilkin Il	<b>Date:</b>	23 <sup>rd</sup> July 2020
<b>Approver's position title:</b>	Director, CY&F		
<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.*