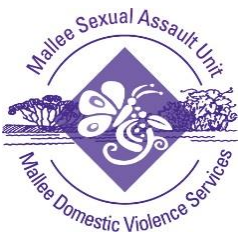


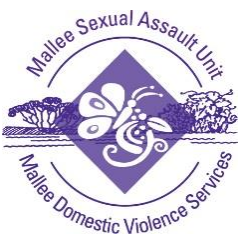
POSITION DESCRIPTION

Job title	Northern Mallee Client Services Manager
Location	Mildura
Report to	CEO
Award	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Position classification	Full time
Job Summary	<p>The role of the Northern Client Services Manager is to develop and manage and support client service delivery teams employing sustainable and effective management systems which reflect the philosophy and vision of the organisation under the direction of the Chief Executive Officer. You will provide leadership in the development, implementation, management, and monitoring of the delivery service teams. You will be responsible for the management, mentoring and coordination of Therapeutic, Intake and Assessment, Sexual Assault Counsellor Advocates and Domestic Violence Support Workers in relation to knowledge of current research and best practice. You will provide strategic advice and development of an effective, high quality integrated service delivery system in the Northern Mallee region and assisting in case management as required. You are required to provide strong leadership to ensure a collective and strategic approach to progressing prevention and early intervention objectives. You will contribute to the implementation, monitoring, and review of the 'Royal Commission into Family Violence' recommendations at both local, regional, and potentially state-wide levels with Management team. Build and maintain relationships that are targeted and purposeful and positively impact on the delivery of services for victims and perpetrators of sexual assault and domestic/family violence in the region. You will need to build strong relationships to support a transparent and inclusive work environment. You will maintain and develop your own knowledge in your area of expertise, ensuring you remain up to date on current practice guidelines.</p>
Duties	<ul style="list-style-type: none"> • Liaising and networking with other community agencies and government bodies for the endorsement of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services. • Participate and represent the organisation at inter departmental key stakeholder and community meetings. • provide structured and regular clinical therapeutic staff supervision, crisis debriefing and support to all direct service staff • maintain formal oversight of staff caseloads, caseload auditing, monitor data entry/integrity and reporting requirements and ensure detailed case planning in client files, in line with formal reporting in supervision. Liaise closely with Manager colleagues • provide oversight and leadership on best practice approaches for the service, in line with internal service areas, the wider sector, service models and future developments • ensure program leadership responsibilities are effectively and equitably delegated within the team with appropriate support, in conjunction with colleague Managers • contribute to the documentation for the afterhours State-wide response process for Safe Steps and work with colleague Managers to ensure completion • assist with recruitment process and undertake performance management reviews



POSITION DESCRIPTION

	<ul style="list-style-type: none"> • identify training and professional development needs of staff in both supervision and performance reviews and provide feedback to management for planning • assist with the management of conflict resolution and service feedback mechanisms • assist with the development of the overall service annual plan relating to service provision, workforce development and training linked to state-wide and regional integrated priorities • To participate and coordinate meetings • To participate in development and review of policy, procedures, and planning. • To contribute and participate in appropriate conferences.
<p>Essential knowledge, skills, and attributes</p>	<ul style="list-style-type: none"> • Demonstrated experience working at a Senior management level. • High level verbal and written communications skills • Capacity in high level strategic planning • Capacity in high level policy development and policy analysis • Capacity to lead in complex environments • Ability to manage competing demands within limited timeframes • Ability to lead, supervise, coach, and manage staffing groups and build high performing teams • Abide by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Policies and Procedures as varied from time to time. • Extensive experience in direct case management of complex and/or high-risk individuals who have experienced domestic violence and/or sexual assault. • Adhere to Confidentiality Agreement • Co-operate with all health and safety policies and procedures of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services and take all reasonable care that any actions or omissions do not impact on the health and safety of others in the workplace. • Maintain, be aware of and abide by legislation applicable to the role, clients, and Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services
<p>Key Selection Criteria</p>	<ul style="list-style-type: none"> • Appropriate tertiary qualification in social work, psychology, or a related discipline • Clear Victorian and N.S.W Working with Children’s Check • National Police Check. • Current Driver’s License. • Demonstrated sound understanding of Child Safe Standards and Children’s, Youth and Families Act 2005. • Willingness to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability. • Understanding of a client’s right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, or disability. • Mandatory COVID vaccination status



POSITION DESCRIPTION