



Position Description

Position Title	Senior Manager Access and Response	Team	Services and Impact
Reports to	General Manager Services and Impact	Effective date	January, 2021
Responsible for	<p>This role is responsible for the development and delivery of high quality, client centred services and, as part of the leadership team, the ongoing management and leadership of the Services and Impact Division as well as the organisation as a whole.</p> <p>Operational oversight includes all access and response teams and staff including those working in the Inner and Outer East Orange Doors. Approximately 45 staff.</p>	Location	<p>Ringwood, Victoria</p> <p>On site presence as required at Orange Door sites (Box Hill / Croydon, other Eastern region sites Victoria)</p> <p>Co-locations across the Eastern Metropolitan Region</p>
Remuneration and conditions	<p>An attractive remuneration package will be negotiated with the successful applicant. While legislation allows, Salary Packaging is offered with this position.</p> <p>All offers of employment at EDVOS are subject to a six month probationary period.</p>		

Organisational Overview	<p>EDVOS is a leading specialist family violence service in Victoria. Our work is focused across seven Local Government Areas including Boroondara, Manningham, Whitehorse, Monash, Knox, Maroondah and Yarra Ranges. Some of our training, education and primary prevention programs are national.</p> <p>We provide an integrated range of support and services to empower women and children who have experienced and are responding to family violence. We focus on ensuring the safety of women and children, and the accountability of perpetrators. We provide support, information, case management, risk assessment, safety planning, community education, programs for pet safety and a strong network of referral pathways to other services.</p> <p>EDVOS is playing a pivotal role in the establishment and delivery of integrated services through the Orange Doors. Inner East operations commenced in July 2021 and Outer East operations are scheduled to commence in early 2022.</p> <p>EDVOS predominantly works with women and children as it is recognised that being female is the biggest risk factor for experiencing family violence. EDVOS acknowledges that family violence can take many forms such as intimate partner violence, child abuse, elder abuse, carer abuse, parental abuse and sibling abuse. Our specialist family violence response services are largely directed towards women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, children, pets and other animals, who are responding to any form of family violence.</p>
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	<p>EDVOS is committed to assisting all people, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability within our community and can also provide access to other family violence services that are most suitable to the individual's unique needs and goals.</p> <p>EDVOS predominantly employs women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, as per the findings of Equal Opportunity exemption H327/2017 and by special measure. This is due to the specialist nature of the work and the services that EDVOS provides to women and children who are responding to family violence in the community.</p> <p>EDVOS actively promotes a safe and inclusive workplace where workers are free from discrimination and are afforded dignity and respect.</p> <p>EDVOS is a child-focused and child safe organisation and is committed to promoting and protecting the safety and interests of all children.</p>
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<p>Role Overview</p>	<p>This role will work with the General Manager Services and Impact and senior leadership team to deliver on the organisation's Theory of Change and Strategic Plan (2021-24) as well as managing the effective delivery of services to maximise the outcomes and impact for victim survivors.</p> <p>Directly reporting to the General Manager Services and Impact, the role provides leadership of EDVOS's services and programs across the continuum of service delivery. EDVOS services and programs span prevention, specialist risk assessment and safety planning programs, crisis response, case management and recovery. The role will focus on operational excellence and on building skilled and sophisticated teams capable of delivering inclusive and client centred services and programs.</p>
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Job Specific Responsibilities	
<p>Sector and Organisation Purpose & Values</p>	<ul style="list-style-type: none"> • Contribute to the implementation of the new strategic plan and annual operational / business plans to achieve EDVOS' vision and strategic priorities. • Take an active role in leading the operations of the organisation, to deliver on the strategic and operational plans through a collaborative and strengths- based approach. • Maintain an understanding of the history, purpose and values as well as current developments and future directions in the family violence sector. • Provide staff with clarity on the link between the specialist family violence sector's principles based on intersectional feminism and EDVOS' strategic priorities. • Support staff to directly contribute to achieving the organisational purpose in line with EDVOS values.
<p>Impact and Client Centricity</p>	<ul style="list-style-type: none"> • Ensure the delivery of high quality services that, at a minimum, meet funding and service agreement delivery targets and contribute to organisational goals • Actively participate in the review, development and redesign of client-centric programs and service models that deliver on EDVOS's Theory of Change. • Evolve, adapt and implement contemporary service delivery models, based on evidence, best practice and sector reform. • Contribute to the development and implementation of contemporary approaches to facilitate client participation and engagement. • Support the development of strategies to strengthen inclusion of clients of all identities, cultures, backgrounds and abilities, and development of an intersectional approach / model.

	<ul style="list-style-type: none"> • In conjunction with the General Manager Services and Impact, support the development and implementation of an outcomes measurement framework and reporting in line with sector best practice. • Through the use of data and critical thinking skills, identify trends and issues and make recommendations for operational improvements. • Track achievements of services outcomes and impacts, allowing the team to quantify their contribution, and build a sense that they are making a difference. • Demonstrate a commitment to translate identified gaps into advocacy opportunities to enhance women and children’s experience of services.
<p>Partnerships and sector collaboration</p>	<ul style="list-style-type: none"> • Contribute to the development of partnerships in the family violence and broader community sector that support strategic objectives and data-driven impact and outcomes. • Co-chair the Risk Assessment Management Panels (RAMP) in conjunction with Victoria Police. • Establish internal and external networks in relevant areas. • Keep abreast of, and contribute to, reforms, developments and collaborations in the family violence and broader community services sectors.
<p>Leadership & Teamwork</p>	<ul style="list-style-type: none"> • Be an effective, contemporary leader that empowers, supports and inspires all staff to excel in their respective roles. • Increase the exposure of service delivery staff to EDVOS’ strategy, building an understanding of how they can directly support the organisation achieve its strategic objectives. • Assist in the development of departmental business plans, lead the implementation of plans, monitor and report on progress on a periodic basis. • Build cross-departmental processes and structures to support active collaboration and high functioning teams across the organisation. • Actively engage in the selection, management and retention of staff. • Ensure that induction, training and capability development of staff. • Deliver high quality supervision to direct reports as well as overseeing a structured processes for supervision, training and ongoing professional development for all direct services staff. • Empower staff by identifying opportunities to build confidence (ie) cultural immersion for new hires before encouraging (and clearly stating an expectation for) staff to work autonomously.
<p>Quality, risk and financial management</p>	<ul style="list-style-type: none"> • Support the General Manager of Services and Impact in the promotion, growth, development and sustainability of the organisation. • Ensure quality management systems and processes are embedded in services operations and are operating effectively, and that contractual and quality compliance requirements are met. • Monitor and evaluate consistent practice across program and service areas. • Continuously manage risks utilising the EDVOS risk management framework in line with best practice. • Monitor internal and external operating environments (including policy and funding contexts) to identify and respond to opportunities and risks within programs and service areas. • Work with the Finance Team to develop annual budgets for each service area, monitor and report on performance against budgets on a monthly basis and implement remedial actions where necessary to ensure services and programs remain within budget. • Ensure legislative compliance is met and maintained in relation to all aspects of service delivery including Workplace Health and Safety compliance.

Personal & Professional Accountability	<ul style="list-style-type: none"> • Be accountable, lead by example and create a workforce environment that is productive, supportive and accountable. • Build accountability within the team through clarifying expectations for how individuals should take responsibility for their individual actions. • Build professional development plans and role requirements, and monitor them over the long term.
Communication	<ul style="list-style-type: none"> • Provide regular written reports and maintain ongoing communication with the General Manager Services and Impact. • Develop and deliver open and transparent communication mechanisms, both internally and externally. • Explore learning opportunities to improve written and verbal communication within the entire service delivery function. • Develop capability in communication, irrespective of background or ability, as effective communication is key to organisational success at all levels.
Innovation & Change	<ul style="list-style-type: none"> • Think creatively and innovatively in a rapid change environment. • Challenge assumptions, process and systems and models impact, opportunity and risk. • Consider internal and external context and problems solve, engage and communicate from incubation to implementation phase. • Empower team members to champion change initiatives, formally incorporating this requirement in their role descriptions. • Ensure the whole team understands the reason and rationale for major changes, and provide support and guidance on how these changes can be incorporated into their work. • Utilise the EDVOS framework that governs the process for delivering change initiatives, and the accompanying training required to support change implementation. • Engage key stakeholders and drive and re-enforce desired change. • Identify, support and empower change champions to build ‘behind the scenes’ support, encourage and reinforce desired change.
Problem Solving	<ul style="list-style-type: none"> • Support teams to focus and apply their problem-solving abilities to complex clients, systemic and organisational issues. • Seek input from service delivery staff in decision-making processes to build the team’s understanding of how they can contribute in a non-client facing capacity to achieving EDVOS’ objectives. • Focus on developing the confidence of team members in a practice context, supporting mature, independent decision making.
Emotional Intelligence	<ul style="list-style-type: none"> • Provide a framework for understanding the value of emotional intelligence, including self-awareness and empathy. • Continue to support the team to develop emotional intelligence, as it is critical to the delivery of effective client services.

Senior Manager Capabilities	
Resilience High level individual coping strategies	Flexible, adaptive and able to work well under pressure. Leads by example.
Financial acumen Critically analyse service outputs against internal and external factors	Financial monitoring and planning to reduce financial risk and predicts changes that may impact long term.
Inclusive Works to engage with others and actively seeks others input to achieve a common goal	Communicates organisational purpose, vision and workforce culture that generates commitment, in an accessible and inclusive manner.
Progressive Improve the lives of our clients and communities through contemporary practice	Applies progressive, innovative and strategic thinking to all work areas and establishes team processes and environments to encourage innovation.
Diversity Clearly shows respect for diverse backgrounds and experiences	Fosters a diverse and inclusive environment bringing together different cultures, backgrounds, ideas, and experiences. Identifies creative approaches to ensure a representative workforce and a working environment that benefits from diverse strengths.
Technology Embraces and uses technology to improve service delivery	Understands and embraces effective use of technology to achieve results, ensuring teams are effectively using technology and embracing changes. Ensures support and training for new system roll-outs.
Operational effectiveness	Keeps up to date in management practice across WHS, HR, Quality Improvement, Planning and service delivery and is accountable for achieving budget outcomes. Ensures resources are aligned to achieve the best outcomes for all key stakeholders including clients and staff.
Strategic Contributing to and delivering on EDVOS's strategic framework and associated plan	Deep thorough working knowledge and application of the organisation strategic direction. Contributes to the strategic planning process and drive outputs. Aligns and models' consistent behaviours. Providing direction and linkages to goals, vision and strategy. Works collaboratively with the executive and other senior managers to ensure cross-organisational goals are set and implemented.
Senior Management Leading and engaging teams to deliver services. Lives and promotes the values and goals of the organisation	Translates and effectively communicates the purpose, vision and culture for the organisation or major parts of the organisation. Is an effective change manager, actively participates in major projects. Working Closely with the General Manager Services and Impact, manages relationships on key strategic issues. Works effectively to reduce silos and encourage collaboration across groups. Ensures staff meeting all service reporting and documentation requirements and are continually supported to provide quality client care. Interacts and influences effectively within teams. Engages in the development and/or applies policies and programs for effective operations.

<p>Transformational Change Supporting and promoting organisational change</p>	<p>Supports and assists in managing organisational change. Embraces change initiatives and works within organisational change processes engaging and managing manage staff through the change.</p>
<p>Capacity Building Build the capability and capacity of staff</p>	<p>Continually monitor, review and adapt knowledge-based service approach. Aligns and manages functional areas and ensures that workforce management activities are consistent with organisational expectations. Builds diverse and high performing teams that provide exceptional client care and support, encourages development and learning. Implements workforce planning and talent management strategies that reflect priorities. Operates within HR systems.</p>
<p>Risk Ensuring that risks are effectively assessed, mitigated and managed</p>	<p>Develops, analysis and assesses risks and solutions to ensure department and organisation is compliant with risk objectives. Understands and determines the business impact of decisions, on the function and knowledge of the sector and organisation. Communicates the impact of identified risks and recommends corrective action and implementation to the General Manager Services and Impact.</p>
<p>Stakeholders Open and transparent communication and engagement</p>	<p>Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p>
<p>Partnerships Develops key Partnership to support</p>	<p>Develops and maintains meaningful partnership that contribute to service innovation, quality service delivery and positive client outcomes. Collaborates with funding bodies and key service providers to deliver on service excellence in consultation and under the direction of the General Manager Services and Impact.</p>

Knowledge, Skills & Experience - Key Selection Criteria

- Senior management level experience in a service-based organisation, working with contemporary, evidence-based program and service delivery models in a high risk environment
- Senior management level experience in service leadership, financial and operational management and workforce development
- Ability to analyse external and internal environmental factors, including government policy, and apply these to strategic and operational organisational contexts
- Academic and practical understanding of evidence-based Family Violence service delivery models and the ability to continually review and develop practice
- High level interpersonal skills with the demonstrated ability to develop sound working relationships with the key stakeholders
- Significant experience working within both operational and strategic settings
- Excellent report writing and high-level communication skills
- Excellent networking and partnership development skills

Education / Qualifications / Certifications

- Tertiary level qualification in social work, social or behavioural sciences or other relevant discipline/s or demonstrated equivalent experience
- Five or more years' experience in Family Violence or Community Services setting
- Management qualifications or working towards same, would be desirable
- A high level of proficiency and experience with Microsoft office suite
- Current Driver's License is required for this role

Additional requirements

- Frequent travel within the Inner and Outer regions of Melbourne
- Occasional travel within Melbourne Metropolitan region and rural and regional Victoria
- After hours and weekend work may be required
- Ongoing training and professional development

Employee declaration:

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.

Name:

Date:

Signature:
