

POSITION DESCRIPTION

CLIENT SERVICES MANAGER & 2IC

October 2011

Junction Support Services, operating since 1989, is an independent, not-for-profit Community Service Organisation providing high quality and innovative services to single adults, families, children and young people in the Eastern Hume Region of Victoria. Central Hume Support Services is a charitable organisation.

JSS' Vision: Through partnerships, we build bridges to enable people to achieve their full potential.

JSS' Values:

- **Potential of all people:** by acknowledging and respecting each other's differences and opinions and respecting clients' right to self determination
- **Integrity:** by promoting ethical practice; being professional in our dealings and being honest, trustworthy and reliable in our work
- **Excellence:** we are passionate about what we do and practice from the best interests of clients
- **Communities:** through nurturing and investing in quality relationships; pursuing collaborative approaches to effective practice and contributing to community education and awareness

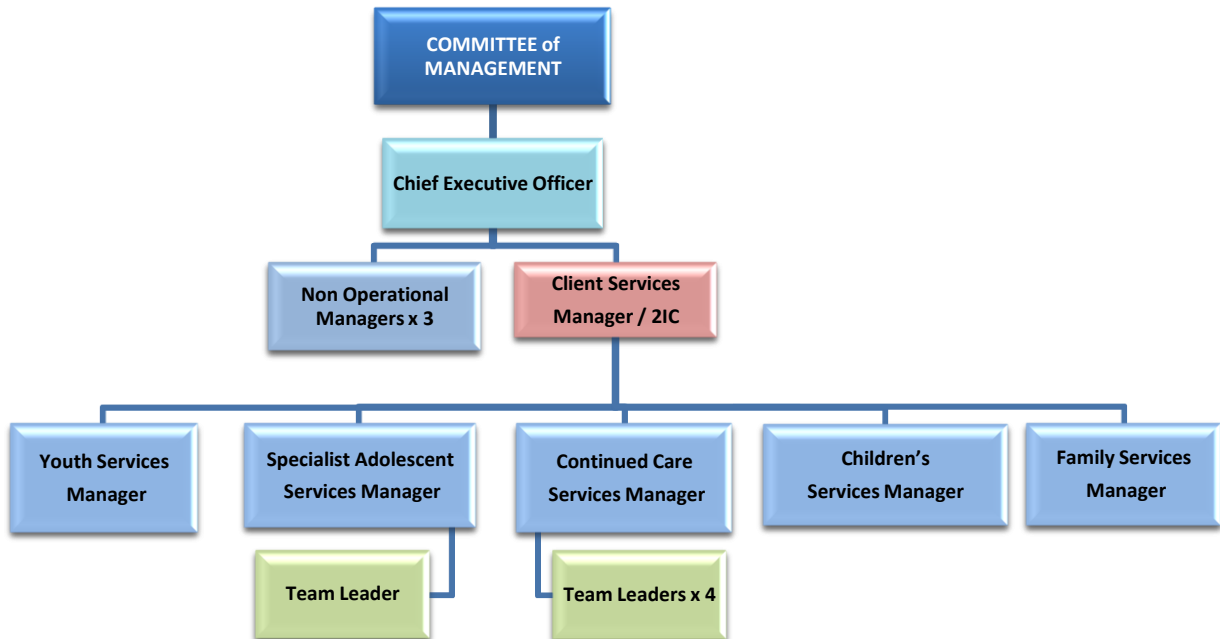
The Client Services Manager oversees the coordination and administration of all operational (client service) teams within JSS and is therefore primarily responsible for the overall quality and effectiveness of the range of services that JSS provides. All services are based in Wodonga and Wangaratta (Victoria); comprising of the following operational teams: Children's Services, Youth Services, Specialist Adolescent Support Services, Continued Care Services, and Families and Single Adults Services. Additionally, this position includes the role of Second In Charge (2IC); supporting the CEO and the agency overall.

POSITION OBJECTIVES:

1. To ensure effective service delivery across the organisation through sound practices and quality improvement, by providing direct supervision and support to all JSS operational Managers.
2. Continued enhancement of the organisation's viability through service development, including the acquisition of new initiatives and funding opportunities.
3. Apply effective, transparent and efficient communication to assist with guiding operational Managers successfully, and promoting the use of effective and efficient communication across the organisation.

ORGANISATION CONTEXT / RELATIONSHIP:

The position of Client Services Manager reports directly to the CEO. This position is accountable for all operational services, as indicated on the chart below:



Internal Liaison:

- CEO
- Children's Services Manager
- Continued Care Services Manager
- Youth Services Manager
- Specialist Adolescent Support Services Manager
- Families and Single Adults Services Manager
- Team Leaders - from any client services team
- Other Managers
- Other Staff Members

External Liaison:

- Local, State & Federal Government Departments
- Community Service Organisations
- Education and Training Providers
- Statutory Authorities
- Funding Body Representatives
- General Public
- Health Providers
- Peak Organisations

KEY RESPONSIBILITIES:

Service Delivery:

- Ensure effective delivery of all services by focusing on:
 - ⇒ Monitoring, reviewing and developing service effectiveness as required
 - ⇒ Ensuring operational Managers are meeting program targets whilst sustaining a high quality service
 - ⇒ Promptly identifying and addressing any service delivery issues, where funding body or JSS standards are not being met
 - ⇒ Implementing any evaluations, reviews or audits as required to ensure quality is maintained
 - ⇒ Supporting the professional development and training of staff, according to identified needs
 - ⇒ Remaining current with new and innovative models of service delivery/individual support, so that continuous quality improvement can be achieved and enhanced
- Maintain consistency across all teams with regards to service delivery and practice
- Ensure all operation Managers are taking responsibility for the day to day operations of their teams and services
- Support operational Managers to develop and maintain professional, client centred teams, who's work supports and adheres to the organisations vision and values
- Encourage all operational Managers to make informed, evidence based decisions
- Ensure risk management processes of identification, assessment and control are incorporated into all aspects of service delivery
- Ensure that all services are compliant with funding requirements and any relevant legislation and Quality Assurance standards
- Contribute to the development of the organisation's strategic plan and monitor the achievement of any operational team plans or objectives
- Develop and promote new partnerships, as identified during strategic or service planning activities
- Monitor the effectiveness of current JSS' internal & external relationships and partnerships, ensuring they are responsive to the needs of clients
- Positively promote the organisation's services and take opportunities to raise the communities awareness of JSS
- Communicate in a manner that is open and transparent, whilst respecting people's right to privacy, dignity and confidentiality

- Participate in the organisation's after-hours on call 'duty managers' roster, as per organisational policy
- As 2IC, provide direction and act as a decision maker for all JSS staff as required by the CEO

Staffing:

- Assist in the training of JSS' staffing group, as directed by the CEO
- In conjunction with the HR Manager and CEO, ensure grievances and industrial issues are responded to promptly and in accordance with statutory obligations and JSS policies and procedures
- Comply with current human resources management practices, policies and procedures
- Ensure that all services are maintaining compliance with JSS' policies and procedures
- Ensure achievements of staff are recognised and acknowledged
- Coordinate operational Managers' leave to ensure adequate coverage is maintained to continue the provision of high quality services in their absence

Performance Development:

- Actively participate in JSS' Performance Development System (PDS) as per JSS' Performance Development Policy
- Participate in own training and professional development as identified through the PDS, and encourage the training and professional development of others
- Ensure 100% compliance with all aspects of the PDS, both individually and across all operational teams
- Provide Performance Development System training to relevant new employees, as required
- As 1 of 3 PDS Administrators, provide support to employees, maintain the system, and undertake weekly compliance checks, as required by the HR Manager
- Report on PDS compliance at all Managers' meetings and staff meetings as required by the HR Manager

Service Development and Review:

- Liaise with key personnel regarding the development, performance and review of services
- Participate in relevant regional and state-wide forums relating to the service areas and contribute to policy development
- Ensure systems are in place that monitor and analyse the operational services' performances, within the context of funding targets, and identify and address issues relating to these should they arise

- Implement (in conjunction with the Quality & Research Manager) appropriate policy and service delivery guidelines and procedures, including internal and external audits
- Consider the needs of client groups, funding bodies and the organisation when reviewing and developing policy and practice
- In collaboration with the operational Managers, HR Manager and CEO, participate in the planning and development of JSS' future direction

The Organisation:

- Implement Junction Support Services' aims and objectives through competent work practices.
- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Maintain the organisation's ideological framework of strength-based work practice and best practice principles.
- Comply with Junction Support Services' policies and procedures, funding guidelines and legislative requirements.
- Adhere to established protocols that exist between Junction Support Services and other service providers.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification of, and response to potential and actual hazards and managing risks.
- Individually contribute to ensure effective communication and team building occurs within the organisation.

Administration:

- Ensure that practice documentation, policies and procedures for all operational teams are maintained; identifying any areas for improvement
- Ensure all relevant administrative procedures are adhered to within the operational teams, including budgetary and reporting requirements
- Ensure that statistical data is collected, forwarded to DHS and funding bodies in accordance with timelines, and is regularly reviewed and analysed
- Provide internal and external reports as required e.g. Monthly Manager's Report

Other:

- Participate in meetings, both internal e.g. staff and team meetings, and external meetings relevant to operational program areas.
- Operate within delegated levels of authority
- Other duties as required by the organisation

SELECTION CRITERIA:

1. A relevant tertiary qualification such as a degree in Social Work
2. A minimum of 3 years demonstrated experience in managing statutory and voluntary services within the welfare sector
3. Proven experience in the planning, development, implementation and evaluation of services
4. Demonstrated knowledge of the Case Management Framework and strengths-based approach to client services
5. Proven ability to provide supervision, leadership and direction from a sound theoretical knowledge

BENEFITS

- 6 weeks annual leave per annum
- 17.5% leave loading on 5 of the 6 weeks annual leave per annum
- Generous salary sacrificing available with a wide range of options
- Personal use of an agency vehicle to the value of \$10,000 per annum
- Wages in lieu of a capped amount of free personal kilometres per annum
- Annual wage increases (in accordance with Fair Work adjustment or CPI)
- 50 hours or \$500 per annum (whichever occurs first) to contribute to relevant non mandatory and professional development training costs
- The support of regular internal supervision and external supervision
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as careers leave
- 4 weeks paid maternity leave or 1 weeks paid paternity leave
- Reimbursement for HEP A/B and flu vaccinations
- A supportive environment that includes comprehensive induction

CONDITIONS OF EMPLOYMENT:

This position is for 76 hours per fortnight, based in Wodonga, and operational between the hours of Monday to Friday, 9.00am to 5.00pm. The position may require some work to be undertaken outside of normal working hours, which will be accrued as Time in Lieu. There is no paid overtime.

The salary for this position will be based upon JSS' Management Structure of Level 1 to Level 5 and is award free in Victoria. The successful applicant will be employed on an Individual Contract of Employment, the terms and conditions of which are in line with Junction Support Services' Enterprise Agreement (known as 'Central Hume Support Services Enterprise Agreement'). The remuneration package includes salary, personal use of an agency vehicle, wages in lieu of a capped amount of free personal kilometres (based upon Management Level), and 6 weeks annual leave (with 17½% leave loading on 5 of those weeks). The notional per annum value of the remuneration package is \$79,995.73 (Level 1) to \$88,810.07 (Level 5). The starting

Level is dependent upon qualifications and proven years of experience in service management, as well as managing staff. The option to salary sacrifice is also available.

A maximum of fourteen (14) hours time in lieu applies at any one time and is to be taken within one month of its accrual. No more than four (4) weeks annual leave is to be accrued without CEO's approval. Participation in the organisation after hours oncall 'Duty Manager' service is also required after 3 months of employment, on a roster basis.

Employer superannuation contributions will be paid to Superannuation Fund of choice, in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks per JSS policy, which includes: at least two (2) professional referees; a criminal records check; Victorian Working with Children Check; proof of qualifications; and registration with the Department of Human Services.

The successful applicant will initially be engaged for a probationary period for six (6) months. A probationary review before six (6) months will be undertaken.

Organisational vehicles are available for authorised use and are to be used at all times for work related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that all employees hold a current driver's licence at all times whilst employed with the organisation.

In the event of an internal application, accrued leave entitlements will be carried over.

APPLICATION PROCEDURES:

Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications **must** include the following:

- a covering letter;
- brief statements addressing each of the selection criteria;
- your resume/CV detailing employment history;
- a completed Reference Checks Form providing the names and contact numbers of at least two professional referees (include current employer/supervisor) who can provide comment on work performance

Agency information, assistance with writing applications and any necessary forms can also be found on the JSS website – www.chss.net.au Alternatively, please contact the Recruitment Officer, Celestine Willmott, for further information – 02 6043 4734.

Applications must be received at Junction Support Services by **5.00pm, Monday 13th February 2012** in an envelope marked CONFIDENTIAL and addressed to:

Celestine Willmott
Recruitment Officer
Junction Support Services
PO Box 1490
WODONGA Vic 3689

or emailed to:

celestine.willmott@junction.org.au

Applicants invited to attend an interview must bring to the interview their original certificate as proof of qualification.

Junction Support Services is an equal employment opportunity employer.