



level 13, 200 queen street, melbourne, 3000
ph: +613 8648 6552
fax: +613 8648 6480
ABN: 76 142 984 110
www.rosemaryhardham.com.au

briefing document

organisation: OzChild

position: Manager Child & Family

location: Edgeworth, New South Wales

date: November 2018

the organisation

overview:

OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect and strengthening families.

OzChild was founded in 1851 and exists to serve the needs of vulnerable children, young people and families. Its vision would see a society where all children live happily in a safe and caring environment. They have their needs met, have a home in which they are well cared for, well-educated and the support that they need to be the best they can.

OzChild employees will endeavour to maintain a service environment (whether it be in the home, on OzChild premises or other locations) where children and young people are physically and psychologically free from exploitation, abuse, illicit drugs and alcohol at all times. All employees have a duty of care in this regard as child safety is critical to OzChild's vision and purpose.

OzChild specialises in providing out-of-home-care and family support services. The suite of programs include:

- Foster care
- Kinship care
- Evidence-based services
- Family support services
- Family law services
- Volunteer program
- Indigenous services
- Education services
- Disability services

As well as a long history of providing care and support, OzChild seeks ways to innovate and evolve its services to continually improve its services for children, young people and families. True to its focus in improving the lives for all children and young people, OzChild also advocates for sector reform and positive public attitudes to children and young people in care.

child safety:

OzChild's recruitment and selection procedures reflect our commitment to the safety of children. Relevant screening, police and Working with Children checks will be required.

OzChild is committed to creating a child-safe organisation that aligns with its organisational purposes, all relevant Australian legislation and the United Nations Convention on the Rights of the Child. It is a requirement that all OzChild staff, volunteers and carers work to create a child-safe culture, protect children and report observed or suspected abuse and neglect of children to OzChild management and to authorities as required.

Further information can be found at www.ozchild.org.au

the position

- position:** Manager Child & Family
- reports to:** Director of Services NSW
- internal relationships:** Services leadership team
Program staff
Quality & Risk team
- external relationships:** FACS and other government bodies
Aboriginal controlled agencies
Other community service organisations
Universities and peak bodies
Developers of evidence-based programs
New York Foundling - Implementation partner

role purpose:

This role focuses on the support and implementation of Evidence Based Services but may extend to other services in the future. Evidence Based Services are internationally recognised and provide beneficial outcomes for clients when delivered with fidelity. They are characterised by a clearly articulated theory, comprehensive training and supervision approaches, model adherence measures and on-going quality assurance systems.

The Manager Child & Family is a role within OzChild's leadership group to ensure the benefit of these services to children, young people and their families in specified areas by removing implementation barriers and facilitating their provision.

The goal of OzChild's service is to develop a continuum of care that will focus on both preventing children and young people coming into the care system and also on safe reunification from care back to their families. Where children cannot safely remain with families, OzChild also provides alternative family based models of care.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers | volunteers
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles

- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence

specific duties and responsibilities:

As Manager Child & Family you will be accountable for the operational leadership and management of the Functional Family Therapy Child Welfare (FFT-CW) and Functional Family Therapy (FFT) teams. The role will also work with the broader program and organisation to support the growth and development of OzChild. This will include:

- Working closely with the program developers and implementation support providers to support the ongoing implementation and potentially set up additional services in NSW and ensure success and adherence to the accreditation requirements
- Leadership and hands-on coaching to ensure employees in the program have the resources, skills and support to deliver the services within the fidelity standards provided by the developers and implementation support team
- Ensure outcome measurements and data management systems are successfully established and utilised to ensure optimum program performance. Reporting on all outcomes, cost effectiveness and overall success of the program and communicating these to relevant internal and external stakeholders
- Contribute to OzChild's growth strategy and assist in establishing the delivery of evidence-based services in different geographical locations both in New South Wales and interstate
- Ensure that OzChild is viewed by FACS as a quality provider achieving outcomes keeping them informed of all outcomes, receive regular updates and statistical data. Providing them with the opportunity to provide feedback to OzChild about its performance
- Develop good working relationships with Aboriginal lead agencies to ensure cultural safety in OzChild's practice and good outcomes for Aboriginal children and young people
- Financial and budget oversight to ensure programs are being delivered within operational budgets and that target numbers identified by government numbers are being met
- Proactive stakeholder management with key internal and external stakeholders who are required to be informed of outcomes, compliance to accreditation standards and integration with other internal services. You will also be required to develop networks and partnership within FACS, other government bodies and other community welfare agencies

You will need to provide positive leadership to all employees of the Evidence Based Services encouraging a team approach, professional attitude of the team, allowing them the autonomy to roll out the programs as per the training and supervision from the model developer to achieve positive outcomes for clients. This will be managed by:

- Developing a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment

- Conduct regular meetings with supervisors to ensure all employees are receiving the support needed, case practice meets contract expectations and review employees' competency needs
- Manage all people, risk and quality policy and practice matters as they relate to your services and the standards OzChild works with. Establish and review quality, OHS and risk management systems for the program

the person

skills and attributes:

essential qualifications:

- A Bachelor degree in social work | psychology or equivalent that is recognised in Australia. Postgraduate qualifications in leadership or management would be highly regarded
- Obtain and maintain certification in applicable evidence-based programs curriculum and ensure your practice adheres with the model requirements

screening and licences:

- Satisfactory safety screening (Police and Working with Children checks relevant to where OzChild deliver services)
- Must be able to drive, provide and maintain a valid driver's licence and have access to reliable transportation

skills and experience:

- Management skills in the utilisation of data analysis and evaluation processes
- Problem solving and analytical skills
- Understand and utilise emotional intelligence in a leadership context
- An understanding of cultural contexts and the unique needs of Aboriginal children and young people
- Knowledge and skills in ensuring the health and protection of children and young people, leadership and management experience in this context. Knowledge of the child protection and out-of-home care system, standards and practices
- In-depth knowledge and understanding of the principles and challenges of supporting vulnerable families
- Demonstrated ability in the provision of professional supervision
- Understanding of the broad range of issues impacting on the community services sector
- Financial literacy and program budget management skills
- Good communication and organisational skills
- Effective network development skills
- Advanced computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management, communications and accounting systems

mandatory training:

- All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required

organisational responsibilities:

- Demonstrated ability to work as part of, and contribute to, a person-centred team
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, their families and other people significant to the client
- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Ensure child safety standards are understood and adhered to
- Attend related meetings, workshops, conferences and training as required
- Ensure privacy and confidentiality are upheld at all times
- Be familiar and comply with OzChild's Code of Conduct, policies, procedures and other work instructions as updated from time to time
- Represent OzChild in a positive manner internally and externally including forums, meetings and training
- Assist in the development of continuous improvement and service accountability initiatives as needed

people leadership responsibilities:

- Ensure compliance with OzChild's Code of Conduct, policies and procedures
- Model behaviours and demonstrate commitment to foster an environment and conditions that motivate OzChild people to strive to achieve their full potential and contribute to the achievement of OzChild's strategic objectives
- Build on the capability and excellence of OzChild's workforce through proactive recruitment, advancement and retention strategies
- Demonstrate fairness, transparency and accountability in decision making
- Clearly articulate the expectations and ensure understanding by those OzChild people that report to you and their teams
- Support and implement initiatives to enhance flexibility, inclusiveness and diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Educate and support OzChild people to ensure compliance with the code of conduct and commitment to cultural awareness and child safety
- Through formal and informal engagement, dialogue, process and procedures, constructively and proactively enhance the performance of OzChild people that report to them and their teams
- Ensure the individual career goals and personal aims of OzChild people are identified, promoted and their achievement supported
- Provide training and development opportunities to OzChild people that report to you and their teams to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position

- Acknowledge and celebrate behaviour and achievement of OzChild people that advances and improves organisational performance and OzChild's reputation
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness and outcomes
- Ensure the safety and foster initiatives to enhance well-being of self and others
- Develop and maintain effective and constructive communication with OzChild people and others
- Delegate effectively, and coach and mentor OzChild people
- Treat any reports or complaints of unfair treatment, discrimination, harassment and/or bullying sensitively and in accordance with OzChild policies and procedures
- Ensure you and the OzChild people that report to you and their teams have the necessary procedures, tools, systems and infrastructure to support OzChild people

safety and wellbeing responsibilities:

Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild's policies and procedures, observing all legislative requirements and monitoring/reviewing safety and wellbeing performance within your area of responsibility
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings
- Participate in the resolution of safety issues within your program or area of responsibility
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within your program or area of responsibility
- Engage with the Safety and Wellbeing Representative/s within your program or area of responsibility
- Ensure the physical and psychological health and wellbeing of OzChild people is promoted and supported through programs and initiatives designed to enhance OzChild people wellbeing
- Embed a culture whereby OzChild people are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner
- Provide such information, instruction, education and supervision for OzChild people that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others
- Initiate actions to improve safety and wellbeing within your program or area of responsibility
- Participate in safety and wellbeing training and ensure OzChild people in your program or area of responsibility also participate in training obligations as required
- Report and work related or non-work related injury or illness
- Support return to work programs to facilitate safe and durable return to work for OzChild people, where possible, for both work related and non-work related health condition/s