

POSITION DESCRIPTION

Position Title	Manager Monaro-Hume Women's Domestic Violence Court Advocacy Service (M-HWDVCAS)	Employee Name		Date	June 2023
Location	M-HWDVCAS, Level 1, Riverside Plaza, Queanbeyan NSW	Organisational Unit/ Department	Monaro Hume WDV CAS		
Hours Range	35 hours over 5 days per week				

VISION AND MISSION

<p>Our vision is for everyone living in a secure and safe environment</p> <p>Our mission is to support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support</p>

VALUES

RESPECT EMPOWERMENT EXCELLENCE COLLABORATION INTEGRITY	<p>We act with kindness and respect, providing a friendly, safe confidential environment</p> <p>We treat people equally, with dignity and compassion, understanding an individual's right to make their own choices</p> <p>We are dedicated to providing an accountable, reliable and high-quality service</p> <p>We partner with our clients in their care and work collaboratively with other services to support them</p> <p>We are honest, trustworthy, and accountable in our work and relationships</p>
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Position reports to	Executive Officer (EO)	Reportable Positions	M-H WDV CAS Safety Action Meeting Coordinator M-H WDV CAS DFV Specialist Worker(s) M-H WDV CAS AFW DFV Specialist Worker M-H WDV CAS Case Manager
Position Purpose	<p>The Manager is responsible for the day-to-day operations of the Monaro Hume Women's Domestic Violence Court Advocacy Service (M-HWDVCAS).</p> <p>The Manager exercises a high degree of autonomy and is responsible for the management of the M-HWDVCAS on a day-to-day basis.</p> <p>The Manager exercises a high level of responsibility for the overall management of the M-HWDVCAS and for making decisions relating to its operation.</p> <p>Networking and community engagement are involved in the role to advocate for women and build trusting relationships between the M-HWDVCAS and the community.</p>		

	<p>Key areas of responsibility include:</p> <ul style="list-style-type: none"> • Managing the funding and overall operation of the M-HWDVCAS; • Assisting Provider compliance with reporting and other requirements under the WDV CAP Service Agreement, the WDV CAP Policy and Procedure Manual, the SAM Manual and other operational documents; • Recruiting, supervising and supporting the team of M-HWDVCAS staff; • Ensuring M-HWDVCAS staff have access to training, supervision and ongoing professional development; • Developing and administering operational policies and systems for the effective operation of the M-HWDVCAS, including client survey delivery; • Developing, implementing and supporting, in consultation with Focus Workers and local community organisations, strategies aimed at ensuring that the M-HWDVCAS is relevant and accessible to a diverse range of women and children; • Preparing the Annual Budget each year for submission in accordance with the Service Agreement; • Developing and maintaining strong working relationships with key M-HWDVCAS partners including the NSW Police Force, Local Courts and local legal services, and facilitating access to those services for clients; • Sourcing and coordinating seconded workers from appropriate agencies to possibly assist in M-HWDVCAS court work • Undertaking high level liaison and advocacy with, and on behalf of, M-HWDVCAS clients where required; • Providing high-level advice and contributing to legal and/or policy reform through responding to requests for information from the WDV CAP Unit, and through relevant forums; • Representing the M-HWDVCAS to external stakeholders, including delivery of presentations upon request and attending interagency meetings; • Participating in community engagement activities to promote the work of the M-HWDVCAS; and • Analysis of relevant quantitative data (such as demographic information from the M-HWDVCAS service area) and qualitative data (such as client and stakeholder surveys) and implementing appropriate changes to improve service delivery.
<p>Qualifications and Experience (Selection Criteria)</p>	<ul style="list-style-type: none"> • University qualifications in Social Work, Social Sciences or related discipline • Experience in team management • Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic violence • Demonstrated knowledge, experience and understanding of the criminal justice system and its response to domestic violence including ADVO applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim’s compensation issues. • Demonstrated knowledge and understanding of Legal Aid NSW policies in relation to grants of legal aid for people in domestic violence matters • Ability to deliver services in accordance with the WDV CAS Service Agreement, WDV CAP Principles, Policies and Standards and operational documents

	<ul style="list-style-type: none"> • Ability to recruit, train, supervise and support WDVCS staff and seconded workers. • Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDVCS services to a diverse range of women and children. • Excellent communication skills, particularly in negotiation, advocacy and conflict resolution. • Excellent networking skills • Sound organisational, administrative, financial management and IT skills 		
Prerequisites	Current National Police Certificate Current Working with Children Check Integrity Checks Eligibility to live and work in Australia Current drivers' licence First Aid Certificate	*Being a woman is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW)	
Award (if applicable)	Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)	Classification	Level 7
Resource Management	Financial, Inventory, Human Skills	Relationships	Liaise with other staff and stakeholders
Delegation Level	TBA	Probationary period	6 months (with an 8-week review)

Foundation Competencies Required	Behavioural Competencies Required	Technical Competencies Required
<p>Willingness to work and act in a manner that delivers effective:</p> <p>Quality / Continuous Improvement Leads service delivery practices in line with quality and compliance standards Acts to improve practices by providing leadership and implementation of any improvement plans Contributes to the development of evidence-based practice Records and reviews stakeholder / client complaints and feedback Ensures a consistent, compliant, and best-practice approach to service delivery</p>	<p>Expectations in the role</p> <p>Communication Verbal – confidently and clearly articulates facts and conveys information in a manner appropriate to the target audience</p> <p>Written – clear and concise presentation of information and messages in such a way that conveys understanding and retention of the content (includes the production of reports, project briefs, correspondence, emails, leaflets)</p>	<p>Knowledge of management with demonstrated skills in the following areas</p> <p>Human Resources and Self Direction Participates in and responds to supervision, provides supervision to staff when required Ensures practice is in line with behavioural competencies Maintains awareness of own skills strengths and identifies any gaps Seeks, and is open to feedback on own effectiveness Proactively identifies areas for self-development Addresses staff performance management issues in line with Molonglo Support Services Policy and Procedures and Fairwork Australia legislation Actively works to address skills and knowledge gaps in line with training and supervision plan</p>
<p>Planning and Organising - Time and Task Management Performs own role and responsibilities effectively Manages time and responsibilities effectively Prioritises work and addresses what is most urgent, plans for important tasks Uses tools effectively to assist with planning and organising Oversee and support staff time management skills and priorities</p>	<p>Responsibility and Accountability Understands the role and its responsibilities. Takes personal accountability for actions and decisions Role models positive and productive behaviours to staff and peers within the organisation, clients, and external stakeholders</p>	<p>Operational / Strategic Planning Supports the achievement of organisational goals Provides input, feedback, and development of operational and ongoing planning Adheres to action plan and KPI's in day-to-day work</p>
<p>Diversity and Conflict Resolution Recognises and respects differences in cultural background Responds in culturally appropriate ways Recognises and respects issues of diversity in service provision</p>	<p>Person Centred / Client Focus Upholds and promotes client centred focused services Listens to and gains understanding of client perspective anticipating their needs, giving high priority to secure satisfaction (internal, external and clients)</p>	<p>Financial / Resource Management Records financial activities accurately and in accordance with policy in line with delegation level Prepare annual budget for submission in accordance with the Service Agreement Ensures program adheres to WDV CAP Service Agreement, Policy and Procedures Ensure minimisation of costs where possible and appropriate Ensures care in use of property and equipment</p>
<p>Creativity and Innovation Identifies the similarities and differences between current and past situations Looks at information and sees patterns, trends and missing pieces Is prepared to try new ways of doing things or others' ideas Questions currently accepted ways of doing things Thinks in terms of options when identifying solutions</p>	<p>Collaboration and Team Work Actively participates in and contributes to team effectiveness; taking action that considers the perspective and needs of others and being aware of the effect of behaviour on others</p> <p>Managing Relationships – builds and maintains positive, productive and mutually beneficial working relationships</p>	<p>Organisational Capability – (provides effective skills, knowledge, expertise and structures to fulfil organisational objectives) Provides technical input in role Ensures adequate and up to date knowledge to undertake role Provides feedback on areas for skill development and training needs</p>

Key Result Areas	Key Activities	Standard Measures
<p>Leadership and Management The Manager leads and works collaboratively with staff, leaders, and administration to achieve the organisations goals</p>	<p>The Managers primary focus is:</p> <ul style="list-style-type: none"> • Provide leadership and oversee the activities of M-HWDVCAS’s staff to ensure the provision of consistent and high-quality services • Ensure onboarding and induction of all new staff and is completed in a compliant and timely manner • Ensure the appropriate supervision and performance development of staff in accordance with relevant Molonglo Support Services policies and procedures • Ensure staff comply with the WDV CAP Service Agreement, WDV CAP Policy and Procedure Manual, SAM Manual and Molonglo Support Services policies, procedures and relevant practices, as well as aligning with relevant legislative, regulatory and policy requirements • Adopt early intervention practices to ensure staff and client disputes are minimised and, where they arise, identified, and dealt with appropriately and promptly • Resolving issues and concerns raised by staff/clients with respect and consideration • Ensure all complaints and incidents are recorded in the register and are immediately advised to the appropriate person as per Molonglo policy and procedures • Ensure staff maintain accurate case notes and records • Advocate on behalf of clients with other agencies to ensure access to and delivery of effective services • Participate in leadership activities and meetings 	<ul style="list-style-type: none"> • Staff satisfaction – team cohesiveness encouraged, open communication and support ensuring early intervention responses are in place when issues arise or are identified and addressed promptly. • Client satisfaction – provide clear communication ensuring early intervention responses are in place when issues arise or are identified and addressed promptly. • Induction of new staff and volunteers is completed as per WDV CAP Service Agreement, WDV CAP Policy and Procedures and Molonglo Policy and Procedures • Staff are aware and participate in external supervision • EO is updated on any serious issues as they progress. • Administration tasks completed in a timely and accurate manner. • Ensure all enquiries, referrals and phones are responded to in a timely manner • Attends and participates in Molonglo’s leadership activities
<p>Service Delivery Facilitate best practice service delivery informed by the needs of women and their children experiencing domestic and family violence</p>	<p>CRP Referrals:</p> <ul style="list-style-type: none"> • Accepting electronic referrals from the CRP and non-electronic referrals direct from government agencies and non-government services • Contacting clients referred to the WDV CAS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address a client’s immediate safety needs • Providing relevant information and making appropriate warm referrals to a range of service providers to assist clients with their ongoing needs • Fulfilling reporting requirements for the WDV CAP database and the CRP in line with the WDV CAP Service Agreement, the WDV CAP Policy and Procedure Manual and SAM Manual 	<ul style="list-style-type: none"> • Client satisfaction – provides clear communication ensuring early intervention responses are in place when issues arise or are identified and addressed promptly • Community satisfaction – positive feedback from stakeholders • Participate in external supervision • Calls are completed and logged within agreed timeframes • Administration tasks completed in a timely and accurate manner including data entry and filing. • Ensure all enquiries, referrals and phones are responded to in a timely manner

	<p>Court Attendance:</p> <ul style="list-style-type: none"> • Attending court on AVO list days and other days as required to provide information, assistance, and court advocacy for WDV CAS clients • Developing and maintaining strong working relationships with key WDV CAS partners including the NSW Police Force, Local Courts, legal representatives, and referral agencies, in order to facilitate client access to those agencies and services 	<ul style="list-style-type: none"> • Attends and participates in team activities • Attends Court as requested • Reports Serious Threat clients to SAM Coordinator as per protocol • Feedback demonstrates high levels of satisfaction • Works collaboratively with staff to ensure a minimum of two community engagement activities • Attends community engagement events as required • Positive performance reviews
	<p>Safety Action Meetings:</p> <ul style="list-style-type: none"> • Complying with the SAM Manual and the Domestic Violence Information Sharing Protocol • Liaising with clients in relation to Safety Action Plans developed at SAMs and/or support provided, or arranged, by the WDV CAS • Liaising with the Safety Action Meeting (SAM) Coordinator to ensure all clients assessed as 'at serious threat' are placed on the agenda for the next SAM when necessary • Assisting the SAM Coordinator to develop and administer policies, systems, and processes for the effective operation of the WDV CAS and SAMs; to ensure culturally appropriate service to our clients. 	
	<p>Client Engagement and Community Events and Networking:</p> <ul style="list-style-type: none"> • Developing solid working relationships and referral networks with local services that respond to the particular needs of women and children • Developing links with local communities to promote the services of the WDV CAS and encourage women to use the services of the WDV CAS • Participate in client engagement activities or community events • Lead or assist in the co-ordination of specific projects as appropriate • Develop and implement strategies aimed at making WDV CAS services relevant, accessible, and responsive to the needs of women and children; and • Participate in team activities and meetings • Work co-operatively with relevant community organisations • Attend DFV meetings with Legal Aid (WDV CAS) program initiatives 	
<p>Governance</p>	<ul style="list-style-type: none"> • Deliver services in accordance with the policies of Molonglo Support Services and WDV CAP model of service delivery outlined in the WDV CAP Service Agreement, this Policy and Procedure Manual, the SAM Manual and operational documents • Understand and adhere to Molonglo Support Services policies and procedures, mission, and values • Participate in working towards achieving or maintain Australian Service Excellence Standards (ASES) accreditation 	<ul style="list-style-type: none"> • Works in line with Behavioural Competencies • Complies with legislation and Molonglo Support Services Policy and Procedures • Complies with Delegations • Participates in WHS & Risk assessment activities leading by example in safety matters • Provides reports within set timeframes

	<ul style="list-style-type: none"> • Apply knowledge and adhere to all relevant legislative and policy frameworks • Deliver a high level of client service in line with the Molonglo Support Services Client Services Charter • Provide accurate and detailed reporting as required • Ensure privacy and confidentiality is always maintained • Assist in the development and implementation of Operational Plans • Ensure work is undertaken in accordance with the Work Health and Safety Act, Risk Management framework and Molonglo Support Services policy and procedures • Provide, if requested, information for bi-monthly and annual service reports 	
All Areas	<ul style="list-style-type: none"> • Perform other duties as are within the limits of the employee's skill, competence, and training, consistent with the respective classification and within the scope of the position • Undertake relevant training and personal development opportunities relevant to the role 	<ul style="list-style-type: none"> • Other duties performed as requested • Attend training and personal development opportunities as agreed with the EO

Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			