

Manager Child and Family Services

Success Profile

As at September 2026

You will make a difference by	• Providing strategic and operational leadership to Strengthening and Restoring Family Services (Family Services), Healthy Mother's Healthy Babies (HMHB), Adults Using Family Violence (AUFV) and Community Connectors. • Support teams to provide family centred, evidenced based care, identifying opportunities to enhance workforce capability in responding to community needs. • Inspiring growth, creative thinking and deep understanding of community and client needs amongst team members and key stakeholders. • Using data and community consultation to optimise operational drivers for change management and implement ongoing program improvements. • Leveraging partnerships in Family Services Alliances and with Department of Families Fairness and Housing (DFFH) to address complex system challenges and system demand.
To succeed, you will need	• A tertiary qualification in Social Work or Health Professional. • Post graduate management qualification (desirable) • Significant experience leading teams in a public health or Family Services setting. • Demonstrated experience working with and supervising practitioners who work with families, children and diverse community members. • High level of emotional intelligence and leadership capability to effectively coach and strengthen team collaboration, encouraging team members to develop new ways of working and adopt shared accountability • A current and valid Victorian driver's licence

	- Capacity to work flexibly across Western Melbourne / Brimbank–Melton. - Occasional availability outside standard hours to support operational requirements across services operating between 7.00 am and 5.45 pm weekdays. - High level of computer literacy with sound working knowledge of Microsoft programs.
You will improve and promote One Team IPC Health by	- Acting with purpose, measuring our results, and celebrating achievements. (We make a difference.) - Going above and beyond, demonstrating understanding and respect for our communities and each other. (We are passionate.) - Learning, experimenting and innovating. (We are creative.)
We will contribute to your success by	- Providing opportunities for you to share what is important to you, your wellbeing, and what you need. - Aligning the contribution you make to IPC Health’s strategy. - Guiding you in what to do, when and how to do it. - Developing your skills with regular feedback and exploring career opportunities. - Ensuring you feel fulfilled at the end of each workday. - Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	- Provide effective operational leadership and support to maintain practitioner engagement, service continuity and consistent practice across the Western Melbourne and Brimbank Melton catchment area - Lead the development, implementation and continuous improvement of workplace processes and practice frameworks that support high-quality client outcomes, workforce effectiveness and operational efficiency - Oversee program financial management, including budgeting, forecasting and surveillance of program’s expenditure – including flexible support packages. - Monitor, analyse and report on individual and team key performance indicators, using to data to identify trends, address performance gaps, support continuous improvement and ensure compliance with by IPC Health and Department of Families Fairness and Housing. - Ensure operational plans are delivered within agreed timelines, with clear responsibilities, effective prioritisation and shared team accountable for key activities and outcomes.

- Prepare qualitative and quantitative reports for governing groups within partnerships and for funding agencies
- Ensure program operations and practice comply with all relevant compliance with all legislation, policies and practice frameworks that govern the role and service delivery.
- Lead the successful implementation of the Restoring Families program stream by June 2028.
- Maintain positive interagency partnerships with key stakeholders
- Ability to manage priorities and achieve key strategic deliverables
- In depth knowledge of the use of the MARAM Framework, FVISS and CISS plus other relevant legislations.

Contract Type	Ongoing	
Team	• Child & Family Services	
Reports to	• Senior Manager Child and Family Services	
Key relationships	Internal: • Senior Manager, Child and Family Services • Director, Governance, Risk and Quality • Family Services Leadership Team • Child and Family Services Team • IPC Health Support and other Services Team External: • Child Protection staff, Community Based Child Protection Team and Navigators • The Brimbank Melton and Western Melbourne Orange Doors teams (allocations, SIT, Practice Leads) • The Brimbank Melton and Western Melbourne Child and Family Services Alliance – Key contact: Project Officer • Area Based Family with a Parent with a Mental Health illness Coordinator (FaPMI Coordinator) • Area Based Family Services Specialist Family Violence Practitioner • Area Based Family Services Specialist Disability Practitioner • Area Based -Restoring Families Coordinator • Area Based Family Group Conference Convenor – Restoring families only. • Other External partners and Stakeholders	
Location	The employee will be required to travel and work at other locations dependent on the need of the business and Client Service Delivery	
Vaccination category	Category B	
Compliance	Standard	Action / Requirements

	OH&S	Performance work in a manner that complies with IPC Heath's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.
	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
	Banning orders	Must be able to work with Aged Care Clients*
	Registration	
Systems required for role and access level	Access to TrakCare	Access to SmartyFile – Family Violence Flexible Support Packages
	Access to IRIS	Access to Robin booking spaces
	Access to Family Services Teams, Performance and Leadership Teams SharePoint	Access to IPC Health Site Sharepoint pages and emails
	Access to Smart Fleet	Western Melbourne Alliance website- contact WMA Project officer
	Access to IPC Health Site campus group email	Access to VHMIS & LMS
	Access to Safe Zone	Access to MYOB and Magiq
	Access to DFFH LMS	

Our Purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

