

Location/s	Townsville
Reporting to	Regional Manager
Direct Reports	Various Practitioners
Level	Band 4
Date Updated	Feb 2024

About the Role

This position is responsible for the smooth running of all front line service delivery by providing leadership and support to practitioners, in the areas of case management, clinical decision making, duty of care issues, diary management and performance management, ensuring a consistent and high standard of service is provided to clients across Relationships Australia Queensland (RAQ). This position will have a strong focus on managing the effective delivery of services for clients within Aboriginal & Torres Strait Islander communities.

In the absence of the Regional Manager, the position will provide back-up operational support to Administration Officers and Family Information Officers in the resolution of issues pertaining to client service delivery and property, within appropriate levels of delegated authority.

The position will also support the implementation and monitoring of progress towards achieving organisational strategy through the implementation of organisational improvement initiatives and by identifying and managing risk.

Key Responsibilities

Operations Coordination	<ul style="list-style-type: none"> Coordinate and oversee the daily activities of service delivery employees engaged in the provision of allocated programs and/or services. Provide immediate management support for service delivery employees including but not limited to, case management, clinical decision making, duty of care issues and client service delivery. In conjunction with the Regional Manager and other Team Leaders, implement the regional Operational Plan, ensuring RAQ's strategic objectives are well understood and executed by clinical employees. Ensure effective clinical resource utilisation to maximise service provision for clients and deliver Operational Key Performance Indicators (KPIs). Utilise business information and reports to identify and implement operational improvements that remedy underperformance and respond to improvement opportunities. Prepare accurate and timely reports for the Regional Manager on key performance and productivity of clinical employees.
Leadership	<ul style="list-style-type: none"> As a member of the Operations Management Team, share collective responsibility for delivering organisational objectives, through active engagement and collaboration with employees at all levels in the organisation. Be a role model for effective and positive leadership which is ethical, results driven and future oriented. Promote a team culture of cohesive and responsive service provision to clients through effective leadership to venue staff. Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement and increased competencies through an effective performance management framework.

Leadership cont.	<ul style="list-style-type: none"> Oversee delegated HR responsibilities for direct reports including training and development, performance management, Professional Performance Reviews (PPRs) and clinical reviews, disciplinary management, and Workplace Health and Safety and Rehabilitation. Provide support to the Regional Manager in the recruitment and selection of clinical staff. Monitor leave requests, work patterns and staffing of programs to ensure there is consistency in service delivery and continuity of group facilitation. Coordinate the delivery of programs which utilise First Nations methodology for an integrated, holistic, whole of family and 'community of support' approach
Service Delivery	<ul style="list-style-type: none"> Deliver services to clients including but not limited to, complex case management, assessment, intake and risk screening, case planning, case reviews, co-service delivery and critical incident response. Provide individuals affected by domestic and family violence with clinical and cultural responses that support their healing, seek to understand their experiences within the broader context of their lives, and ensure their safety. This may include individual case management support, referral, group work. Provide brief therapeutic intervention to individuals affected by DFV by employing contemporary theoretical and evidence-based clinical approaches that are culturally aligned.
Compliance and Quality Management	<ul style="list-style-type: none"> Support the Regional Manager to facilitate and operationalise the agreed processes required for ISO Quality Management accreditation, including risk identification and management. Ensure adherence to organisational policies, procedures and service manuals to deliver consistent high-quality client service provision. Promote regular and ongoing opportunities for employees to give feedback.
Other Organisational Responsibilities	<ul style="list-style-type: none"> Adhere to all organisational policies, procedures, standards and practices. Act only in ways that advances RAQ objectives, values and reputation. Other duties, consistent with skills and experience, as directed by the reporting manager. Work closely with local Aboriginal and/or Torres Strait Islander stakeholders and the broader community to promote awareness of RAQ services.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> Undergraduate qualification in Social or Behavioural Sciences. 	<ul style="list-style-type: none"> Postgraduate qualification in Social or Behavioural Sciences. Aboriginal and Torres Strait Islander peoples are strongly encouraged to apply
Experience	<ul style="list-style-type: none"> Substantial experience in providing case management, consultation and support to practitioners. Experience managing a team including performance management, monitoring and review. Experience in client service delivery including but not limited to; complex case management, assessment, intake and risk screening, case planning, case reviews, co-service delivery and critical incident response. Demonstrated ability to understand needs of families who are experiencing domestic and family violence, particularly those from Aboriginal & Torres Strait Islander communities. Experience in working with Aboriginal and/or Torres Strait Islander communities. 	<ul style="list-style-type: none"> Experience in managing teams that work across several disciplines. Experience in resource planning and management to optimise service delivery. Experience in interpreting and utilising business information to identify and implement operational improvements. Extensive experience in working with Aboriginal and Torres Strait Islander communities.
Knowledge	<ul style="list-style-type: none"> Knowledge of current theory and practice relating to the provision of human services. Theoretical knowledge in working with people who are experiencing or have experienced domestic and family violence; people who use forms of violence/abuse in their relationships; and, those impacted by domestic and family violence, including children. Understanding of trauma-informed practice. Understanding of the intersectionality of DFV, specifically the impact of intergenerational trauma, lateral violence and institutional betrayal, particularly as it relates to First Nations families. Demonstrated understanding of the issues and barriers faced by Aboriginal and Torres Strait Islander families and individuals in contemporary Australian society. 	<ul style="list-style-type: none"> A sound knowledge of the Not-for-Profit sector.

	<ul style="list-style-type: none"> • An understanding that workers, based on their gender, may work in the areas of men's business and/or women's business in accordance with cultural expectations. • Understanding of the <i>Domestic and Family Violence Protection Act (2012)</i>, other relevant legislation and confidentiality requirements. 	
Skills	<ul style="list-style-type: none"> • Leadership skills including the ability to engage and motivate others, positively influence organisational culture, and provide strong direction. • An ability to manage a multitude of complex tasks and projects simultaneously whilst maintaining a high standard of service delivery. • Ability to work with local Aboriginal and/or Torres Strait Islander stakeholders and the broader community to promote awareness of domestic and family violence and RAQ services • 	<ul style="list-style-type: none"> • Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to Executives.

It should be noted that Position Descriptions are under constant review and may be changed at any time.