

CatholicCare NT Role Description

Position Title	Senior Manager Child, Family and Community Services
Position Number	CC2487
Salary	Base Salary SCHADS Above Award Plus superannuation guarantee, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week
Location	Darwin City
Commencement	ASAP
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

CatholicCare NT is a Territory wide NGO with placed based services across Darwin, Palmerston, Katherine, Tennant Creek, Alice Springs, Wadeye, Daly River, Tiwi Islands, Jabiru and Southeast Alice Springs. We provide a broad range of family counselling and support, financial wellbeing, domestic and family violence programs, housing, aged care advocacy, AOD, mental health, employment, and community development programs. These programs are variously funded through NT and Australian Government contracts. This position supports the organisation to be able to demonstrate and report on outcomes across all programs.

CatholicCare NT is seeking a dedicated and experienced Senior Manager to oversee and lead our diverse portfolio of child, family and community services.

2. Purpose of the Position

The Senior Manager Child, Family, and Community Services will lead, manage, and develop our child, family, and community programs, ensuring high-quality service delivery and alignment with CatholicCare NT's mission and strategic objectives. This role involves strategic planning, operational management, stakeholder engagement, and staff leadership to enhance the well-being and resilience of children, families, and communities.

3. Organisational Relationships

This position will report the General Manager Operations and will have relevant Program Managers as direct reports. This position works closely with Regional Managers and Team Leaders.

4. Characteristics of Senior Manager Role

- **Autonomy:** Operate independently within the framework of organisational policies.
- **Strategic Engagement:** Engage deeply in strategic processes, leading the inception, design, and execution of extensive projects or programs crucial to the organization's mission. Influence long-term strategies and direction.
- **Policy Development Expertise:** Provide advanced guidance on policy matters, offering financial, technical, and administrative insights both internally and externally. Contribute to policy refinement and procedural enhancements.

- **Influence and Responsibility:** Wield a broad scope of influence, advising various levels of the organisation, including executives and committees. Decision-making significantly impacts organisational policies and programs.
- **Innovative Problem-Solving:** Demonstrate adeptness in addressing complex challenges with creative solutions, even beyond their area of expertise. Spearhead the adoption of innovative practices to enhance organizational efficiency.
- **Strategic Leadership:** Lead the formulation, execution, and evaluation of projects and programs, identifying opportunities and devising strategies for desired outcomes. Exhibit proactive leadership and forward-thinking.
- **Organisational Impact:** Drive significant change in organisational policies, programs, and outcomes. Oversee major initiatives, managing resources, budgets, and stakeholders to achieve strategic goals.

A Senior Manager embodies advanced expertise, autonomy, and strategic leadership compared to lower-level employees, focusing on shaping organisational strategy, providing expert counsel, and steering impactful projects and programs.

5. Key Responsibilities and Performance Standards

5.1 Strategic Leadership

- Provide visionary leadership and strategic direction for the development and implementation of child, family, and community services programs.
- Collaborate with key stakeholders to align programs with CatholicCare NT's mission and values.

5.2 Program Oversight and Development

- Oversee the development, implementation, and evaluation of a diverse range of counselling, casework, and community services contracts.
- Ensure programs are in compliance with relevant legislation, policies, and standards.
- Identify opportunities for program growth and development in response to emerging community needs.
- Work closely with program managers and team leaders to design and implement evidence-based interventions and initiatives.

5.3 Team Management

- Lead and inspire a multidisciplinary team, providing guidance, mentorship, and support to program managers and staff.
- Foster a collaborative and inclusive team culture that promotes innovation and excellence.
- Recruit, train, and supervise program staff, ensuring adherence to organisational policies, professional standards, and ethical guidelines.

5.4 Stakeholder Engagement and Advocacy

- Build and maintain strong relationships with community partners, government agencies, community organisations and service users.
- Advocate for the rights of children, families, and communities within the broader social services sector.

- Represent CatholicCare NT in relevant forums, conferences, and networking events.

5.5 Community Outreach and Support

- Ensure culturally appropriate and inclusive services for diverse communities.
- Facilitate community capacity building and empowerment initiatives.
- Develop and grow relationships with Aboriginal Communities and ACCO's to support local initiatives and aspirations.

5.6 Quality Assurance and Evaluation

- Develop and implement robust quality assurance measures to ensure the effectiveness and impact of relevant programs.
- Monitor and evaluate program outcomes meticulously, including data collection and report preparation for internal and external stakeholders such as funding bodies and regulatory agencies.
- Stay abreast of current research, best practices, and emerging trends to inform the development and implementation of programs.
- Lead the design, implementation, and continuous improvement of programs to enhance their efficacy.
- Innovate service delivery approaches to address evolving community needs effectively.
- Remain informed about emerging trends, issues, and best practices in child, family, and community services to optimize program strategies.

5.7 Budget Management

- Manage budgets, resources, and reporting requirements effectively.
- Seek funding opportunities and grants to support program expansion and innovation.

5.8 Reporting and Documentation

- Prepare comprehensive reports for internal and external stakeholders, highlighting program achievements, challenges, and recommendations.
- Maintain accurate and up-to-date program documentation.

5.9 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance.
- Demonstrated organisational fit with ability to work within a culture and values framework.
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required.
- Ability to represent CatholicCare NT in a culturally, appropriate and professional manner at all times.

7. Work Conditions

The position is located in the Darwin City Administrative office. This position requires regular travel; this includes travel to remote communities, travel in light aircraft, basic accommodation.

8. Selection Criteria

- Bachelor's degree in social work, Community Services, Psychology, or a related field (master's degree preferred).
- Minimum of 8 years of experience in a senior management role within the social services sector.
- Demonstrated experience in program development, implementation, and evaluation.
- Strong leadership, communication, and interpersonal skills.
- Proven ability to manage budgets, resources, and reporting requirements.
- Deep understanding of the social, cultural, and economic issues affecting children, families, and communities in Northern Territory.
- Commitment to the values and mission of CatholicCare NT.

9. Special Conditions

1. Must be an Australian Citizen or have unlimited work rights within Australia.
2. This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
3. Valid NT Drivers Licence and Ochre Card.
4. This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
5. If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
6. This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
7. Six-month probation period.



8. Non-smoking working environment.
9. The contact details of at least two referees are required.
10. Evidence of qualification attainment will be required.
11. Aboriginal people are strongly encouraged to apply.