

<b>Position title</b>	<b>Program Manager Family Services</b> <i>This is an Aboriginal Designated Position, classified under 'special measures' of Section 12 of the Equal Opportunity Act 2010. Only Aboriginal and Torres Strait Islander people are eligible to apply.</i>
<b>Position number</b>	
<b>Employment status</b>	Full time - Ongoing
<b>Department</b>	Engagement and Family Services
<b>Location</b>	Echuca Road, Mooroopna
<b>Position reports to</b>	Executive Manager
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification</b>	SCHADS Level 8 PP1

### ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$35+ million and a workforce of approximately 300 people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

## ROLE PURPOSE

The Program Manager Family Services will ensure services are culturally safe for Aboriginal people and their families, and are effectively managed and delivered at a high standard in line with Rumbalara Aboriginal Cooperative (RAC) Strategic Plan.

As a member of the management team this role is key to the development, implementation and monitoring of the Family, Care and Early Years' service area business plan. Ensuring alignment with Rumbalara Aboriginal Cooperative Strategic Plan including policies and processes, other relevant Legislation, Regulations, Accreditation requirements, and Memorandum of Understanding (MOU)'s (if applicable)

This role is responsible for day-to-day operational requirements, including but not limited to; all aspects of staffing recruitment, retention, supervision, and performance management. Monitoring compliance, progress and performance and preparation of regular reports on program activities, outcomes, challenges, and achievements.

Provide strong leadership in the development of practice, policies and procedures for the programs and ensure all decision making is culturally safe in line with the best interests of Aboriginal people and self-determination.

The Family Services programs include,

- Boorai Aboriginal Family Preservation and Reunification Response, (AFPRR)
- Intensive Family Services, (IFS)
- Intensive Family Services (200 hours),
- Cradle to Kinder, (C2K)
- Putting Families First (PFF)

## KEY SELECTION CRITERIA

### Qualifications and Registrations:

- A Diploma in Community Services, Social Work or a similar discipline.

### Knowledge and skills:

- Demonstrated knowledge of the local Aboriginal community and Culture and an understanding of factors that influence the health and wellbeing of Aboriginal people.
- Demonstrated knowledge of the role Rumbalara Aboriginal Co-operative provides within the Aboriginal community.
- Demonstrated experience in managing service delivery in the Aboriginal child, youth and family sector
- Demonstrated understanding of program management including budget, staffing, reporting, Accreditation and program development.
- Demonstrated knowledge of Conflict management and resolution
- Demonstrated knowledge and understanding of Child and Youth Development stages
- Demonstrated leadership experience that promotes a healthy work environment, staff growth and retention and attains best possible culturally safe outcomes for Aboriginal children, youth and families.
- Demonstrated ability to provide quality supervision to direct reports enabling their development and growth consistent with Rumbalara policies and frameworks
- Demonstrated knowledge and understanding of *The Aboriginal Child Placement Principles*, *The Children, Youth and Families Act 2005 VIC*, *Child Wellbeing and Safety Act 2005*, *The Family Violence Protection Act 2008 VIC* the MARAM framework, and *The Child Safe Standards VIC*.
- High standards of confidentiality and compliance.
- Sound investigative and assessment skills regarding child safety and the ability to lead staff in identifying and responding to safety concerns.

- Capacity to make balanced and sound decisions in high-risk and high-pressure situations while managing competing priorities.
- An understanding of intergenerational trauma, strengths-based practice and reflective practice processes.

## **KEY RESPONSIBILITIES**

### **The Program Manager will report directly to the Executive Manager**

#### **Technical Capabilities**

- Support the Executive Manager to fulfil the requirements and responsibilities relevant to the role including Aboriginal ways of working, quality and compliance, and the Strategic direction of Rumbalara Aboriginal Cooperative.
- Build the capacity and capability of staff to deliver a high level of culturally safe responses to Aboriginal children, youth and families in line with Rumbalara Aboriginal Cooperative Vision and Values and the relevant legislative frameworks
- Share practice knowledge on Aboriginal approaches to holistic healing and whole of family practices
- Contribute to reflective practice in particular in relation to working with Aboriginal people
- Provide high quality supervision and debriefing to program staff that builds professional development and resilience consequently ensuring good practice and high-quality care
- Monitor and evaluate budget in collaboration with Executive Manager and adjust if needed.
- Conduct regular audits and reviews to assess compliance with Rumbalara Aboriginal Cooperative Vision and Values, the relevant legislation and accreditation standards and identify areas for improvement.
- Ensure accurate records are kept in line with the relevant legislation and guidelines, Rumbalara policy and procedure, and undertake regular audits of files.
- Build and maintain high quality collaborative relationships with external stakeholders.
- Represent Rumbalara at various forums and participate on relevant working committees.
- Travel including overnight as needed to attend training, meetings and events.
- Perform and complete any reasonable duties relevant to the position as requested by the Executive Manager.
- Contribute to the development, implementation and maintenance of innovative and culturally safe therapeutic programs for Aboriginal children, youth and their families.
- Ensure implementation of quality assurance and quality improvement frameworks developed by Rumbalara Aboriginal Cooperative
- Oversee, monitor and deliver projects (in consultation with Executive Management) to respond to local needs, ensuring they are delivered in a culturally safe and effective way, in accordance with self-determination and relevant legislation and government regulations and guidelines

#### **Behavioural Capabilities**

- Responsible for undertaking high level negotiations with Aboriginal agencies, government bodies, community sector organizations- to enhance service delivery and policy development to Aboriginal children, families and communities –
- Leading and supporting culturally safe and responsive practice within Rumbalara Programs and services
- Provide trauma informed practice leadership in accordance with program guidelines
- Provide therapeutic leadership, case direction and individual supervision to Direct reports within the program
- Promote and maintain positive, collaborative working relationships with all professionals and with other therapeutic services
- Act at all times to protect the right of the clients, including Culture, confidentiality, privacy, individual choice and decision making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (the policy is available to view on Gemba).
- Demonstrate leadership skills to staff on a daily basis.
- Demonstrate the ability to manage crisis with a measured and reflective approach.
- Establish and maintain relationships with clients, community and Co-operative staff and team members.

- Manage and care for oneself to maintain resilience working in a challenging environment and mentor program staff to do the same.

#### **Administrative Capabilities**

- Provide supervision to specified staff according to the Rumbalara's Policy and procedure, monitor workloads, provide annual staff appraisals and professional development planning. Support staff after any critical incident
- Identify and ensure professional development for staff and ensure that all staff receive appropriate development and training opportunities.
- Ensure compliance with the OH&S Act and Rumbalara policies and procedures
- Contribute positively and proactively to team and organisation wide OH&S activities.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
- Provide regular updates and recommendations to Executive Management and CEO.
- Attend staff meetings.
- Submit accurate timesheets and claim forms in a timely manner.
- Follow correct policy and procedure directions at all times (available to view on Gemba).
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours.
- Ensure that all statistical data, record-keeping and other documentation are completed and forwarded on time.
- Participate in service training programs as organised by Rumbalara and/or any other training to upgrade skills.
- Travel including overnight as needed to attend training, meetings and events.

#### **EMPLOYMENT CONDITIONS**

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements