

Position Description

Position:	Senior Manager
Reports to:	General Manager
Award:	Kyabra Community Association Inc. The ASU and Employees Enterprise Agreement 2012
Position Classification:	Level 7

Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development, Training and Group Work, and other such responses that facilitate the achievement of specified goals.

The aim of Kyabra is to contribute to fair, safe and inclusive communities. The Senior Manager inPlace will support this purpose by providing and supporting management practice and activities that leads to quality management and service provision.

The Senior Manager is responsible for line management and supervision of inPlace Team Leaders and will lead this group in all service management activities. The position is based at our office in Nambour.

In conjunction with the General Manager, the Senior Manager will initiate and support organisational development of Kyabra inPlace. The Senior Manager will also work in partnership with Team Leaders and other staff to develop and maintain management practices that are congruent with organisational philosophy and values. The Senior Manager will also interact with other specialty roles within the organisation in relation to areas such as; professional supervision and training, data collection and reporting, research and evaluation, quality assurance and standards. The Senior Manager will be a member of the Kyabra Management Team will also be required to participate, on a rotational basis, on the Organisational Management Team to support diversity and succession planning.

Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To actively evaluate and critique practice at an individual, service and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To implement strengths based approaches to organisational development and continuous improvement activities.
- To ensure that service processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.
- To lead and support the inPlace Management Team

- To contribute and participate actively in the broader Kyabra Management Team and in organisational working parties in the development of practices and policies within the organisation.

Role Responsibilities

- In conjunction with the General Manager and Management team contribute to the development of yearly budgets and manage approved budgets accordingly.
- To represent and promote the strategic objectives of Kyabra and inPlace in meeting with Government Departments/Funding Bodies, Community Organisations and Sector Networks.
- To develop and initiate activities that support funding submissions.
- To support Team Leaders to develop and maintain processes that allow for clients and staff to be involved in the development of the service areas.
- To ensure adequate support, line supervision and access to professional training for Team Leaders in line with organisational requirements and to support Team Leaders to deliver same to their staff.
- To ensure the highest standards of professional practice are maintained and supported through Professional Development systems and activities.
- To ensure the development of operational plans in the service areas that are consistent with agency and service philosophy and broader organisational strategic goals.
- To participate in the development of broader organisational strategic planning.
- To ensure efficient and effective administration of the service areas in line with service and organisational practice as well as the compliance requirements of funding bodies.
- To negotiate and ensure compliance with all Service Agreement Contracts.
- To develop and maintain positive working relationships with funding bodies, peak sector bodies and other agencies.
- To be proactive and involved in opportunities that support organisational growth and development.
- To undertake and oversee such projects as developed from time to time which are in line with the services philosophy and direction.
- This role will require regular travel to Brisbane and also involves participating in an on-call roster, for which an allowance is paid.

Key Selection Criteria

Essential

1. Knowledge of one or more of the following; the Domestic and Family Violence Protection Act; Child Protection legislation and Regulation, The Residential Tenancies Act and/or other relevant legislation within the Human Services field.
2. A demonstrated commitment and skills in providing a family centred approach to service delivery and service development.
3. A demonstrated ability to manage a human service program including staff management, administration and financial management skills.
4. Skills in strategic/operational planning and evaluation at a service and organisational level.
5. Understanding of and commitment to the principles of social justice.
6. Demonstrated capacity to work in ways that focus on people's strengths.
7. A demonstrated ability to lead and work as a member of a team.
8. Well-developed interpersonal and organisational skills.

9. A collaborative approach to management.
10. Relevant tertiary qualifications in the human services field.
11. Experience and/or training in the management of human service organisations.

Positions under direct supervision:

- Team Leaders
- Practice Facilitator
- Administration and Reception

Relates to:

- Staff and volunteers.
- Families and individuals.
- Other service providers/community organisations
- Funding body representatives

Other Information

Criminal History Check

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

Hours of Work

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.