



POSITION DESCRIPTION – Erin House Manager

Program Area: Erin House (Women's Shelter)

Remuneration: SCHCADS Award - level 7 (Social & Community Services Employee), salary packaging options and flexible working arrangements available

Location: Gympie

Work Requirements: This position includes rostered on-call responsibilities and managerial responsibilities which may require the employee to return to work after-hours to undertake client intakes and manage crises.

ABOUT US:

Vision: A safe, inclusive and thriving community.

Purpose: Empower people to live safe, fulfilling lives through high quality community-based services.

Values:

- **Excellence** - Strive for high standards in everything we do.
- **Respect** - Value the dignity, rights and perspectives of others.
- **Integrity** - Act with honesty and transparency in all interactions.
- **Inclusivity** - Embrace diversity and ensure equal opportunity for all.

For more information about the organisation, refer to our website: www.communityactiongympie.com.au

PRACTICE FRAMEWORK:

Human Rights: We are committed to fostering a workplace environment that is consistent with human rights – free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunity. The *Human Rights Act (Qld) 2019* is important to our organisation because it protects the rights of vulnerable community members. We support a human rights culture within our organisation, and across communities in Queensland.

Diversity & Inclusion: We recognise, respect, promote and celebrate the value of diversity and adopt and implement inclusive policies and strategies which advance diversity as a positive influence across the organisation. We:

- Acknowledge and respect the traditional owners of the land – Indigenous Australians.
- Recognise and value the multicultural nature of Australian society and our community.
- Promote and encourage a diverse and inclusive work environment by fostering an environment of mutual learning, respect, dignity, openness to other cultures and an appreciation of difference and other perspectives.
- Attract and retain a board of management whose composition reflects a diversity of backgrounds, knowledge, experience and abilities.
- Seek to ensure that business practices, systems and processes do not prevent people from diverse backgrounds having equality of opportunity within the organisation and as far as is reasonably practicable, provide culturally appropriate support services for Australian Indigenous and cultural and linguistically diverse (CALD) clients.
- Educate staff so that they are capable of responding sensitively, sympathetically and justly in any context.
- Attempt to redress any unfair, discriminatory or illegal practices.
- Promote activities which celebrate the diversity of our community.

Domestic & Family Violence: We recognise that domestic and family violence is a gendered issue, and that gender inequality is a predominate cause and consequence of domestic and family violence. Domestic and family violence can have lifelong impacts on children and young people who witness and experience violence and significantly impact the relationships between parent, child and community. We operate from a framework that:

- Understands the dynamics of gender, power and control
- Understands the impacts on children and young people
- Is culturally safe
- Is risk focussed
- Is informed by trauma frameworks and attachment theories

Child Protection: We are a child friendly organisation, committed to protecting the safety and wellbeing of children and young people from harm and all forms of abuse including physical abuse, emotional or psychological abuse, neglect, sexual abuse and exploitation. Our child protection framework is founded on the international human rights treaty on children's rights – the United Nations Convention of the Rights of the Child and the National Principles for Child Safe Organisations. We have adopted a strengths-based approach to uphold these rights. We are sensitive to cultural diversity while recognising that the child's right to be protected from harm is paramount. We acknowledge the vulnerability of children who enter our services and believe that every child/young person has the right to feel safe and to be protected from all forms of harm.

Trauma Informed Practice: We recognise that trauma is an almost universal experience across our client groups and the need to address it is essential for growth and recovery. Our approach recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery. Our framework is strengths-based which embraces a message of hope and optimism that recovery is possible, and is founded on the following principles:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Respect for diversity

POSITION SUMMARY:

The Manager is responsible for:

- Oversight and achievement of outcomes in the Erin House program area;
- Implementing organisational policy and contributing to continuous improvement initiatives;
- Developing and maintaining positive, effective working relationships with key stakeholders within the community;
- Leading the achievement of strategic objectives and contributing to the organisation's broader strategic priorities;
- Providing leadership that fosters collaboration, promotes early intervention strategies and cultivates a positive, inclusive culture, which aligns to CAL's values; and
- Building and maintaining collaborative working relationships with GRDFVS manager to support integrated service delivery, coordinate responses to client needs, share knowledge and resources, and contribute to organisational strategic priorities.

This position requires work that can be emotionally demanding, including work that requires a high level of emotional involvement, work that requires the employee to regulate their emotions, and work that is emotionally disturbing through exposure to other people's trauma.

Key challenges of the role includes:

- Working with people with varying degrees of trauma background and/or barriers which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).
- Working with people who may be under the influence of substances which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).
- Ability to negotiate with emotionally heightened people, including high level de-escalation skills and advocate on their behalf with services that may not have capacity to assist due to limited resources.

- Exposure to distressing or sensitive information with resulting potential for vicarious trauma and/or compassion fatigue.
- Managing a heavy workload with tight deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to perform physical activities for a sustained period. This includes, but is not limited to:
 - Sitting and standing to perform tasks,
 - Twisting, bending, squatting and kneeling,
 - Lifting, carrying and reaching (overhead/forward extension),
 - Pushing and pulling towards and away from the body,
 - Workstation tasks (including use of computers, laptops, iPads and keyboards),
 - Driving – controlling and operation of a vehicle/foot and hand controls.
- Biological hazards – contact with body fluids, bacteria, infectious diseases.

Alongside your workplace health and safety responsibilities, Community Action's Employee Health and Wellbeing Strategy provides a range of support options and initiatives to benefit the wellbeing of employees.

VALUES AND CONDUCT:

The Manager sits within the management team and is expected to adopt ethical and professional conduct that promotes CAI's values and ethics to clients, staff, the community and other agencies. At all times the Manager will observe the organisation's Code of Conduct and comply with our policies and procedures.

REPORTING AND ACCOUNTABILITY:

The Manager is responsible to and reports directly to the Operations Manager. In view of the collaborative nature of the organisation, all staff members are also accountable to the CEO, board of management and the broader staff team.

KEY DUTY STATEMENT:

1. Working within the organisation:

No:	Specific Duties	Key Performance Indicators
1.1	Comply with Community Action's Code of Conduct, Policies and Procedures and Practice Framework.	Code of Conduct and Policies and Procedures are adhered to. Demonstrates professional, respectful, and ethical behaviour. Demonstrates awareness of personal behaviour and its impact on colleagues and clients. Accepts and acts on feedback in a constructive manner.
1.2	Foster workplace diversity, value individual differences and recognise the positive benefits they bring to the organisation.	Feedback from team members and management. HR reports, grievance management.
1.3	Ensure sound knowledge of the purpose and desired outcomes of Erin House; DFV Support Services Program Guidelines and Investment Specifications; DFV Services Practice Principles, Standards & Guidance; Common Risk & Safety Framework (CRASF); DFV and Child Protection Information Sharing Guidelines; DFV legislation and other statutory requirements.	Duties are carried out within program funding guidelines and within statutory requirements. Service delivery aligns with the relevant practice standards, frameworks and information sharing guidelines. Client-centred and trauma-informed practice is imbedded in the workplace.
1.4	Lead in the development of a safe, supportive and trauma informed working environment for all staff, including clear communication paths and consultative decision-making practices.	Policy and procedure are followed Work practices are supportive and trauma informed.
1.5	Participate in regular and ongoing consultation with the management team to discuss issues that may impact on work practices; and, professional development in relation to human resource management and specialised DFV related practice.	Feedback from manager and team members. Active participation in management team meetings and consultations. Regular professional development in human resource management is undertaken.

1.6	Participate in support systems within the organisation including team supervision, line supervision, staff appraisals, team development days and professional supervision.	Support systems are actively utilised to develop and enhance high-performance. Documentation is completed accurately, on-time and in line with policy and procedure.
1.7	Assist in ensuring that the office environment is maintained in a clean, tidy and safe manner and that information and resources are relevant, up-to-date and available.	Office space is inviting & tidy with relevant resources available.
1.8	Establish and maintain collaborative working relationships with all other Community Action program personnel and stakeholders across the wider community.	Team member feedback. Attendance at networks, events and meetings.
1.9	Actively lead and participate in continuous quality improvement of organisational systems, processes and work practices.	Improvements are evidenced.
1.10	Attend workshops, meetings, conferences and training on areas which are relevant to the role / service delivery area.	Relevant professional development is undertaken regularly. Participates in workshops, meetings or events relevant to the role.
1.11	Other duties as required by the Operations Manager and/or CEO.	Requests are carried out.

2. Program Management:

No:	Specific Duties	Key Performance Indicators
2.1	Lead ongoing development and review of the program's service delivery framework.	The service is regularly reviewed and developed to reflect best practice principles and DFV standards.
2.2	Support staff to manage risk, cope with crises, plan for client safety and/or develop strategies to enhance safety and wellbeing.	Intervention prioritises the client's safety and need for protection. A timely and comprehensive risk assessment is carried out for all clients. All clients have a documented safety plan. Safety plans are reviewed and updated at each significant change. Support to staff is available in line with the Health & Wellbeing Strategy. Staff receive constructive guidance and direction.
2.3	Monitor program outputs and work alongside staff to ensure contractual requirements are met.	Funding targets and outputs are met. Data is accurate.
2.4	Provide monthly reports to the board; quarterly data and other information as required for P2i reporting; and, other reports as requested by the Operations Manager and/or CEO.	Reports are provided on time. Reports are high quality and accurate. Stakeholder feedback.
2.5	Approve program expenditure in line with budget allocations and delegations of authority (this includes approving staff timesheets and wages expenditure).	Expenditure is in line with policy and procedure and program budget.
2.6	Lead/facilitate (where appropriate) and participate in regular meetings including: • Management team meetings • Board meetings (rotating roster) • Staff meetings • DFV Sector and other stakeholder related meetings	Meetings are attended. Staff meetings occur as scheduled and are focussed and informed. Action items are followed through and completed in a timely manner.

2.7	Work closely together with the Manager – GRDFVS to ensure CAI DFV programs are integrated and responsive to the changing needs of clients.	DFV service delivery meets funding expectations. DFV service delivery is innovative and responsive to changing need.
2.8	Oversee the Erin House rosters for on-call duty and for staff leave/public holiday coverage.	Rosters are created in consultation with staff and structured to ensure fairness for all employees.
2.9	Participate in regular weekday on-call coverage on a rostered basis; and availability to help cover additional on-call responsibility when staff are on leave.	Willingness and commitment to assist with on-call responsibilities on a regular rostered basis and during co-worker absence.
2.10	Availability to assist with some public holiday coverage (2-hour attendance on-site and on-call responsibilities).	Willingness and commitment to assist with public holiday coverage on a rostered basis.
2.11	Availability to assist with some weekend coverage (3-hour attendance on-site and on-call responsibilities) when staff are on leave.	Willingness and commitment to assist with weekend coverage on a rostered basis during co-worker absence.
2.12	Provide crisis support to on-call staff outside of ordinary working hours as required. This may require return to work to assist on-call staff to manage crisis / emergency situations.	Direction and support is provided to on-call staff in a timely and appropriate manner. Willingness and commitment to return to work to assist in managing crisis / emergency situations - if unable to return to work, organise alternative staff to assist in responding.

3. Provision of domestic and family violence crisis accommodation and support:

No:	Specific Duties	Key Performance Indicators
3.1	Assess emergency housing needs alongside safety priorities to provide appropriate shelter accommodation at Erin House or refer to an alternative shelter outside of the region.	Women are safely housed and provided support according to Policy & Procedure, eligibility criteria and assessment procedures. Safety Assessment is completed. Prioritises client safety in all housing placement decisions. Makes timely and warm referrals to alternative shelters when required. Data Records.
3.2	Ensure that Erin House properties are well maintained, safe and secure.	Maintenance issues are reported promptly and according to Policy & Procedure with safety issues prioritised. Properties are kept secure. Fire Safety standards are met.
3.3	Prioritise the safety of women and children accessing service, by working alongside them to assess their risk of violence and making a plan to increase their safety.	Interventions prioritise safety and need for protection. A risk assessment using CRASF is carried out for all clients. All clients have a documented safety plan.
3.4	Ensure cultural safety in the delivery of services to clients.	Feedback from clients and staff.
3.5	Comply with the organisation's Child & Youth Risk Management Strategy, Code of Conduct and Child Safety Policies and Procedures at all times.	Policy, procedures and codes are adhered to.
3.6	Supporting children: contribute to providing a welcoming, fun and nurturing	Referrals data.

	environment for children. With the mother's consent, provide a referral for children's counselling with the Gympie Region Domestic & Family Violence Service.	Maintains accurate records of child engagement and activities. Contributes to creating a safe, welcoming, and nurturing environment for children.
3.7	Provide occasional supervision of children in emergencies or for the mother to attend appointments as per the Erin House Children as Clients Policy. If regular childcare is required, refer the family to a childcare centre.	Policy and procedures are adhered to. Ensure children are safe, supervised and engaged appropriately during care.

4. Human Resource Management:

No:	Specific Duties	Key Performance Indicators
4.1	Champion trauma informed and culturally safe work practices and support team members to develop their practice within these frameworks.	Trauma informed and culturally safe work practices are evident across the team.
4.2	Actively participate in the recruitment of new program staff including the review of position descriptions, undertaking the lead role on selection panels by facilitating the interview process and undertaking referee checks.	Policy and procedures are followed. Position descriptions are reviewed. Recruitment is documented and fair. The recruitment process focusses on alignment between candidate objectives and organisational objectives.
4.3	Support new recruits through induction and probation to be high-performing members of the team including, but not limited to: • Provision of on-the-job training • Provision of regular line-supervision including constructive feedback on performance • Setting clear performance expectations • Engaging new staff with relevant professional development opportunities • Supporting staff to engage in reflective practice	Policy and procedures are followed. New recruits receive a high level of support and regular feedback during their induction and probationary period. Performance is consistently tracked and reviewed.
4.4	Provide regular line-supervision and debriefing to team members. Line-supervision includes: • Setting clear performance goals and expectations • Supporting training and development needs • Providing specific feedback and having constructive conversations • Recognition and acknowledgement of achievements • Encouraging self-review and reflection • Documenting all line-supervision interactions	Policy and procedures are followed. Feedback from staff is positive. A regular program of line supervision is maintained. The manager is active in supporting staff to develop in their roles. Line-supervision is clearly documented using Sentrient Registers – goals and expectations are clear, training and development is identified, feedback is evident. Performance is consistently tracked and reviewed. Performance issues are identified proactively as opposed to reactively.

		There is clear evidence that staff are provided with support to improve performance.
4.5	Actively support staff to develop and maintain healthy work-life boundaries and manage self-care and work stress by accessing health and wellbeing initiatives and professional supervision.	Indicators of burnout and vicarious trauma are recognised, and staff are supported to utilise health and wellbeing strategies. Staff accountability and self-agency is fostered in the workplace.
4.6	Actively manage performance by: • Responding early to under-performance or behaviour/conduct issues • Ensuring staff clearly understand their role • Supporting staff to develop in their roles through training and development opportunities	Policy and procedures are followed. The manager is active in supporting high-performance from staff. Performance is consistently tracked and reviewed. Performance issues are identified proactively as opposed to reactively. There is clear evidence that staff are provided with support to improve performance. High-performance and engagement is encouraged. Staff feedback is accurate and timely.
4.7	Escalate the need for formal management of underperformance, general misconduct and/or serious misconduct immediately to the Operations Manager.	Policy and procedures are followed. The manager works collaboratively with the Operations Manager to resolve issues.
4.8	Approve staff leave and appropriately manage absences from the workplace to ensure continuity of service delivery.	Leave is approved in line with policy and procedure. Staff absences are managed appropriately with service continuity maintained.

5. Domestic and family violence education and prevention:

No:	Specific Duties	Key Performance Indicators
5.1	Actively participate in collaborating with stakeholders to facilitate a shared and coordinated community response to DFV.	Stakeholder feedback.
5.2	When opportunities arise, be available to speak to community groups, schools etc about domestic and family violence and the work of Erin House.	Community Feedback.

On-call Definitions:

1st on-call: The staff member with 1st on-call responsibilities will answer all crisis-line calls diverted to their mobile phone and respond appropriately. On-call response may include remote work where the worker is able to manage the enquiry over the phone. In some instances, the worker may need to return to work to respond to crises/manage an intake.

2nd on-call: The staff member with 2nd on-call responsibilities will be available to assist the 1st on-call staff member with return-to-work responsibilities should the situation require two staff members to attend for safety reasons.

PERFORMANCE APPRAISAL:

This position is subject to a 6-month probationary appraisal.

The Manager will participate in annual appraisals of work performance conducted with the Operations Manager and the organisations HR representative to assess the:

- Competence of the employee in the performance of duties
- Achievement of goals set for the position
- To establish general and training goals for the next 12 months.

SELECTION CRITERIA:

Essential:

- Demonstrated experience of delivering and/or managing domestic and family violence support services within a feminist practice framework, including the impacts of DFV and safety issues arising for both clients and staff.
- High-level understanding of vicarious trauma and the impact of vicarious trauma for staff delivering DFV services, and the ability to implement trauma-informed strategies to support service outcomes, staff wellbeing and minimise workplace health and safety risks.
- Demonstrated commitment to the provision of high-quality service delivery and continuous improvement; and, building workforce capability.
- Demonstrated ability to provide high-quality, constructive staff supervision and debriefing; and, the ability to manage conflict and performance issues.
- Understanding of and commitment to CAI vision, objectives, and practice framework.
- Demonstrated experience in meeting reporting requirements and budget management.
- A proven ability to work with limited supervision exercising a high degree of accountability, initiative, sound judgment and good decision making.
- Demonstrated ability to build effective relationships with government and non-government stakeholders.
- Demonstrated ability to maintain a high level of awareness of legislation, government policy objectives, sector issues and emerging best practice in DFV service delivery by participating in strategic networks and projects within the DFV sector.

Desirable:

- A tertiary qualification in Social Work/Human Services/Community Services.
- Management experience in similar role/s with demonstrated leadership skills.

Personal Attributes:

- Alignment to the values and practice framework of the organisation.
- High level of professionalism, confidentiality and discretion.
- Ability to work cross-culturally.
- Capacity to cope with people in distress and people presenting with complex and challenging behaviours.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

Mandatory Requirements:

- Current Driver's licence.
- The applicant must be a holder of a current Blue Card for child related employment.
- Eligibility to work in Australia.

EMPLOYEE ACKNOWLEDGEMENT:

I {insert employee name} have read and understood my responsibilities under this position description and will carry out my duties accordingly.

Signature:

Date: