













## SENIOR MANAGER – SERVICES

### POSITION DESCRIPTION

-  As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
-  As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
-  In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
-  We are a multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
-  All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

-  family dispute resolution
-  community mediation
-  programs to prevent youth homelessness
-  conflict coaching for families and individuals
-  community education
-  workplace consultations
-  training and professional development for individuals and organisations.



Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

POSITION OVERVIEW

Working with the Chief Executive Officer this position will be responsible for programs under the Children, Family and Youth Programs portfolio and other services identified. This position will be responsible for the operational and financial management of all current and new programs which fall within the portfolio ensuring they remain evidenced based and are provided within a trauma informed lens so that teams feel supported to operate at a high level, meeting all reporting and KPI requirements.

This position will have extensive knowledge and experience working in senior leadership roles and experience in Trauma informed practice.

<b>POSITION TITLE</b>	Senior Manager – Services
<b>CONTRACT TYPE</b>	Full-time 12 month contract  Availability to work Monday – Friday, between 7am -7pm  All CRS employment contracts are dependent on continued Government Funding.
<b>REMUNERATION</b>	Salary range \$110,000 to \$120,000 + Super (Dependent upon skills and experience)
<b>PRIMARY LOCATION</b>	1/32-38 Townshend Street, Phillip, ACT 2606
<b>SUPERVISOR</b>	Chief Executive Officer
<b>SUPERVISION/ MANAGEMENT</b>	This position is responsible for the operational and financial management of all programs and staff within the Children, Family and Youth programs portfolio and other programs as identified.

## KEY

## RESPONSIBILITIES

The key responsibilities associated with this role include:

- a) Manage the day-to-day operations of the Children, Family and Youth Programs team, ensuring all programs are delivered effectively and efficiently.
- b) Manage and lead the Children, Family and Youth programs team including monitoring staff health and wellbeing.
- c) Always ensure programs are delivered according to best practice, are evidenced based and operate at a high quality.
- d) Ensure the reputation of CRS is maintained as a high quality and compassionate service provider.
- e) Complete all reporting requirements.
- f) Contribute and maintain healthy and productive relationships with all Government Relationship Managers
- g) Where relevant represent the organisation on relevant Boards and Committees.

### **1. Management and Leadership**

- Provide effective leadership to all practitioners and staff
- Implement monitor and report on operational and project plans to inform decision making and support achievement of organisational objectives.
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes
- Represent the organisation in an honest, ethical and professional manner
- Manage and maintain both internal and external stakeholders relationships as directed by the Chief Executive Officer.
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance team effectiveness
- Develop team capability and recognise and develop potential in people

- Recognise performance issues that need to be addressed and work towards resolution of issues

## **2. Operational Duties**

- Maintain currency of respective policies and guidelines, including identifying and addressing any gaps to ensure:
  - Alignment with regulatory and statutory requirements
  - Best Practice in service delivery
  - Assist in preparation for Grant and Tender submissions
  - Staff welfare and wellbeing
- Complete internal and external reporting to ensure contractual obligations are met and reports submitted within timelines.

## **3. Quality assurance**

- Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and success is celebrated
- Engage in regular supervision and reflective practice
- Actively engage and contribute to Weekly Case Review meetings
- Maintain detailed and up to date case notes and documentation
- Engage in networking to enhance collaboration and partnerships.

## **4. Policies and Procedures**

Maintain adherence to respective program policies and guidelines, including identifying any gaps to ensure:

- Alignment with regulatory and statutory requirements
- Best practice in service delivery
- Currency of practice; and
- Staff welfare and wellbeing.

## **5. Administration and Records Management**

- Ensure CRS client database is being used accurately and effectively in recording client information, case activity and progress
- Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services.

## **6. Reporting**

Assist where necessary to internal and external reporting including:

- Reports to management
- Six monthly Service Funding Agreements.

## **7. Other duties as directed.**

<p><b>SELECTION CRITERIA</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated experience working with children, youth and families</li> <li>• <b>Demonstrated ability in successfully leading a team</b></li> <li>• Extensive knowledge and experience in trauma informed practice</li> <li>• Proven ability to work in collaboration with other service providers to improve quality of life for young people and/or families</li> <li>• High level interpersonal and problem-solving skills</li> <li>• Well-developed written and communication skills and ability to document comprehensive case notes</li> <li>• Ability to be flexible and adapt to changing environments</li> <li>• Capacity to work with high needs and complex families.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Recognised qualification in Mediation in accordance with National Mediator Accreditation Standards</li> <li>• Previous experience working in the not-for-profit sector</li> <li>• Mental Health First Aid Training</li> <li>• Family Violence Training.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Management, Social Work, Psychology, or the equivalent</li> <li>• Minimum two years' experience in Management positions</li> <li>• Trauma informed leadership experience</li> <li>• Full driver's license</li> <li>• WWVP clearance.</li> </ul>
<p><b>CONDITIONS OF EMPLOYMENT</b></p>	<p>This Job description has been developed and established on the understanding that this job is the employee's primary employment.</p> <p>In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.</p> <p>In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.</p>

CONTROL PANEL	
VERSION	1.4
DATE	March 2024
EMPLOYEE NAME	
SIGNATURE	
DATE	
CHIEF EXECUTIVE OFFICER	
SIGNATURE	
DATE	