

Care Services - Program Manager

The opportunity

The role of the Program Manager - Care Services is to ensure the management of a range of programs providing support and Case Management to children and young people in Out of Home Care including: Kinship Care, Targeted Care Packages, Leaving Care, First Supports and Cultural Connections programs. The position will manage a team of approx. 7-9 staff and will have the added responsibility of developing and implementing newly funded programs.

The position will provide leadership, development and supervision to the team in the development and delivery of the programs and will work with the Executive Manager of Koorie Family Services to achieve the KPIs set out in the program and service plans.

The Program Manager - Care Services will need to be highly motivated, resilient and compassionate and have a sound knowledge of Aboriginal culture and an ability to communicate effectively with Aboriginal people.

It is widely recognised that connection to culture, community and Country is fundamental to supporting the safety and identity of Aboriginal children who are subject to a protection order. The Care Services Program aims to:

- Support and contribute to decision making for Aboriginal children who have been placed in care.
- Advocate for carers, children and young people and their families.
- Utilise a culturally attuned, strengths based approach to address risk and promote the safety and well-being of children and young people.
- maintain Aboriginal children's cultural identity and promote connection to family, community, culture and country.

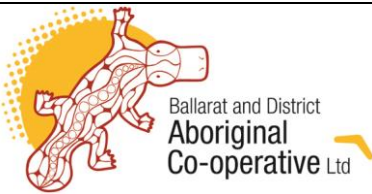
The role

This role presents the opportunity to lead and manage the Care Services program at BADAC. The Program Manager will work closely with the BADAC Executive Team to develop governance and practice frameworks and oversee the operations of the program. The Program Manager will support staff to provide high quality, culturally attuned services to support the safety and well-being of children and young people. The position will provide supervision of staff, program management and ensure the programs meet all KPIs associated with the relevant plans and program guidelines including progress reports and evaluations.

About BADAC

The Ballarat and District Aboriginal Co-operative (BADAC) was established by members of the Ballarat and district Aboriginal community in 1979. BADAC delivers a comprehensive range of health, social, welfare and community development programs to local Aboriginal people. Since 1979, the organisation has grown considerably to a staff of 100 delivering a wide range of services, underpinned by Social Inclusion principles, which incorporate the following programs:

- Health and Home Care
- Social and Emotional Well-being



- Family Support
- Care Services
- Family Violence and Justice
- Early Years and Youth

BADAC is the Aboriginal Community-Controlled Organisation (ACCO) for the Ballarat and district area, covering 4 local government areas (LGAs). Our services are open to all members of the public, with priority given to our members. BADAC is focused on prevention and early intervention, always with a client-centred approach, to ensure that our clients are personally engaging in the development and nurturing of their own futures.

Our vision:

“Ballarat and District Aboriginal Co-operative exists to achieve self-determination for the Aboriginal community, enabling stronger families by ensuring equal opportunities in health, housing, education, employment and justice through a holistic and culturally relevant approach.”

Our Values:

**Honesty
Accountability
Leadership
Excellence
Respect**

Position Title:	Program Manager – Care Services
Responsible to:	Executive Manager – Koorie Family Services
Salary:	SCHADS Level 7
Hours:	37.5 hours per week
Status:	Fixed Term Contract – 2 years

1. Key Duties & Responsibilities:

- 1.1. Provide effective leadership and management of the Care Services program and ensure that the programs meet all KPIs required in project plans and program guidelines including:
 - Kinship Care Program
 - First Supports Program

- Leaving Care Program
- Foster Care Program
- Targeted Care Packages staff
- Cultural Connections staff

- 1.2. Support and develop staff to ensure the provision of Best Practice Case Management services to Aboriginal children and their families.
- 1.3. Provide regular supervision and oversight to the staff team including undertaking regular formal supervision meetings, annual appraisals, professional development and performance management as required.
- 1.4. Together with the BADAC Executive team, develop and implement the ACAC program operating procedures including the service delivery guidelines, practice frameworks, assessment tools and policies and procedures.
- 1.5. Exercise a wide range of legal delegations in accordance with the Children and Young Person's Act 2005 to ensure the safety and well-being of children and young people in BADAC's care.
- 1.6. Work in a culturally respectful way to ensure children, young people and their families are empowered to develop and maintain cultural connections.
- 1.7. Ensure that effective administration is completed including: Case notes, data collection, reporting requirements etc.
- 1.8. Ensure that working relationships are developed and maintained across all internal and external stakeholders including but not limited to: DHHS Child Protection, BADAC programs and services, etc.
- 1.9. Prepare reports, present information and make recommendations to the Children's Court and other relevant courts and legal processes.
- 1.10. Contribute to the orientation, training and support of staff in the program.
- 1.11. Build strong partnerships between the program and other BADAC programs and services, the Department of Health and Human Services and the broader community services sector.
- 1.12. Complete other duties as required and requested by the Executive Manager of Koorie Family Services and the CEO.
- 1.13. Maintain strict standards of confidentiality & act at all times in a professional manner in accordance with the policies & procedures of the Ballarat & District Aboriginal Co-operative.

2. Key Selection Criteria:

- 2.1. Demonstrated ability to work in a way that promotes Aboriginal children's cultural identity and promotes their connection to family, community and culture acknowledging that connection to culture, community and country is fundamental to supporting the safety and identity of Aboriginal children.

- 2.2. Demonstrated knowledge and experience operating within the community services sector including program management and staff supervision.
- 2.3. Tertiary qualifications in Community Services, Social Work, Welfare or a related field and 5 or more years' experience.
- 2.4. Ability to interpret and apply statutory authorities and delegations relevant to the Children, Youth and Families Act 2005.
- 2.5. Demonstrated ability to deliver best practice and guide staff in culturally appropriate risk assessments, case planning and case management, including court work, in accordance with the Program service delivery framework.
- 2.6. Demonstrated ability to manage serious/complex case issues, critical incidents, worker safety issues and quality of care concerns and provide timely and expert advice to senior managers including the CEO about these issues.
- 2.7. Highly developed interpersonal & communication skills including demonstrated ability to communicate effectively with a wide range of people, including families, government & community, health, education & welfare services.

3. Other Relevant Information:

- 3.1. It will be a requirement to actively participate in general staff meetings & any other relevant forums, including staff development sessions.
- 3.2. The incumbent will be required to adhere to BADACs compliance policy which includes:
 - National Police Check
 - Working with Children Check
 - Must hold a current Victorian Drivers License.
- 3.3. BADAC is committed to the ongoing Professional Development of all its employees & encourages them to attend educational activities that will enhance the employee's ability to perform their tasks.
- 3.4. The employee will be required to sign a confidentiality agreement at commencement of employment.
- 3.5. Child Safe????

I, the undersigned employee, understand & agree to perform the duties & responsibilities set out in this duty statement.

Employee

Signature: _____

Name: _____

Program Manager

Signature _____

Name: _____



Director of Family Support Services

Signature: _____

Name: _____

Chief Executive Officer

Signature: _____

Name: _____

Date: _____