



<b>POSITION TITLE:</b>	<b>Executive Manager - Out of Home Care Services</b>
<b>POSITION NUMBER:</b>	<b>CO005</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 8+ (Executive Manager)</b>
<b>TEAM /DIVISION:</b>	<b>Executive Leadership Team – CEO Office</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and DWES List Check.</b>

## **OUR ORGANISATION**

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## **DIVISION AND PROGRAM OVERVIEW**

The CEO Office Division is represented by the members of the Executive Leadership Team who lead the Agency in promoting integration and seamless service delivery. Members include the CEO, the Executive Managers of all Divisions, Quality & Compliance, Marketing and Communication and executive support as required.

The Executive Leadership Team is responsible for providing operational management, leadership and strategic development of their relevant Division.

The Out of Home Care Services Division of Brophy looks after children and young people when a family needs support, in cases of family conflict or if there is a significant risk of harm or abuse in the family home. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Advantaged Thinking, Motivational Interviewing and task focussed interventions.

## PRIMARY PURPOSE OF ROLE

The Executive Manager – Out of Home Care Services has a critical role in two clearly defined aspects. The Executive Manager is responsible for:

1. Leading the strategic development, the cultural behaviour and the operational management of the Division and to ensure all aspects of the Division exceed the Out of Home Care Service Standards.
2. Actively championing with the Executive Leadership Team to advance the mission, values, and vision of the organisation both externally and internally.

The position is responsible for the overall management, coordination and delivery of the Foster Care Program, Kinship Care Program and Residential Care Program, along with Contingency Houses and Targeted Care Packages. This includes the provision of the quality case management of children and young people up to the age of 18 years who are living in foster care, kinship care families and residential services.

They are required to provide effective guidance, advice and support to the Out of Home Care Programs in accessing support services to help children and young people to cope with their experiences and assist their families to deal with the issues that led to the placement of their child.

This includes support and supervision of the Foster Care Manager, Kinship Manager and Residential Team Leader and requires an understanding and application of a number of service frameworks including: the Best Interest and Looking after Children frameworks, developmental theory, attachment and trauma theory, solution focussed and task centred models and mediation. A strong understanding of the Child Protection system is also vital in this role.

The position is required to ensure staff can develop trusting and supportive relationships with children, young people, families and their care givers, as well as the service system to assist them to have an understanding of the issues being faced. The ability to advocate and provide excellent customer service to the Out of Home Care programs is also required, whilst being able to develop innovative and flexible solutions to the suite of programs.

In this role, the incumbent is expected to have an extremely sound knowledge of the principles and processes of relevant legislation pertaining to children, young people and their families. This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders to achieve improved outcomes for clients.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

As one member of the senior leadership group of Brophy Family and Youth Services, each Executive Manager will be responsible to their colleagues for the ongoing development and strengthening of the organisation through its mission, values and vision of the organisation as a whole.

The Executive Manager will have overall responsibility for the Out of Home Care Services Division and has direct line management and supervisory responsibility for program teams within the Division namely:

- Foster Care Program – currently providing an average of 60 placements
- Kinship Care Program – currently providing an average of 24 placements
- Residential Care Program – currently providing a 2 placement home

- Other placement and support configurations as may be required – currently providing a 3 person placement contingency and 5 targeted care packages

## REPORTS TO

The position reports to and is supervised by the Chief Executive Officer.

## KEY RESPONSIBILITIES

### **Governance**

- Work effectively as a member of the Executive Leadership Team to ensure organisational viability is maintained
- Participate in advisory/governance bodies as required eg OoHC State-wide Working Group.
- Maintain and review Memoranda of Understanding as required.
- Develop, negotiate and monitor Service Agreements as required.
- Convene various committees and sub-committees associated with the Division including the provision of executive support as required.

### **Strategic**

- Be involved in designing and implementing Brophy Family and Youth Services Strategic Plan and related operational plans.
- Lead the Divisional strategic planning process to develop programs to address the needs of its programs and services in South West Victoria
- Seek funding and partnerships to maximise the capacity of the Division to provide responsive services to the target cohorts.

### **Program Management**

- Manage the contracts and funding agreements of the Division with program partners, including:
  1. Development of annual work plans
  2. Development of the annual budget
  3. Periodic reporting to program partners, the Brophy Board of Management and other bodies as may be required, against targets, work plan progress and budget actuals
  4. Liaison regarding contract and funding matters as required
- Develop and monitor an annual risk management plan including regular review of controls.
- Provide regular reports to the Board of Management, CEO and Senior Management Team on the Division and program activities, including progress towards meeting targets, demand management strategies, operational and clinical governance matters.

### **Clinical Governance**

- Provide formal supervision and direction to:
  - All relevant Program Managers.
  - Other Program Managers outside the Division as may be required over time
- Monitor employee performance and development and address any performance issues as required and according to the documented policies and procedures.
- Provide oversight of the OoHC Client Incident Management System and the On-call system
- Assist the Division's leadership team in the provision of support to their respective teams to ensure a timely, tailored and responsive service from referral through to exit planning
- Support the Division's leadership team to monitor and periodically review program strategies and plans to achieve program targets and outcomes.

- Assist the Division's leadership team to ensure all program practice is consistent with current evidence based practice, compliant with direction from partnership and funding organisations, and in line with client-centred practice encapsulated in the Brophy Family and Youth Services Case Practice Manual.
- In partnership with program partners, funding bodies and the Brophy Senior Management Team, further develop the service provision model to provide maximum service delivery across the south west region.

### **Operational**

- Lead, guide and support the Out of Home Care programs to develop knowledge and experience in case management frameworks, practice frameworks and models, networking and advocacy skills required when working with children, young people and Kinship and Foster carers.
- Be responsible for monitoring of targets and forwarding monthly SAMs data.
- Manage CIMS incidents and investigations in conjunction with the Quality and Compliance Team and Line Managers.
- Be actively involved in managing complaints and ensuring accurate record keeping.
- Develop new Targeted Care Packages' (TCP's) if required and oversee the implementation of TCP's.
- Ensure the timely completion of various funding applications.
- Monitor all monies associated with the Out of Home Care programs and submit acquittals as required.
- Monitor the implementation, funding & safety planning requirements for residential and contingency houses
- Monitor implementation of Results Based Accountability across the Out of Home Care programs
- Manage Out of Home Care funding delivery in relation to project grants and evaluation reports.
- Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
- Lead and effectively administer the Out of Home Care programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the leaders in the programs.
- Participate in the on call system as a on call consultant
- Ensure the effective management of the Division's program services in south west Victoria through all relevant compliance, reporting, evaluation and other organisational systems.
- Ensure the provision of a safe and healthy workplace and assist employees to meet their legislative and agency requirements regarding WH&S.
- Ensure that the Division's employees understand and comply with Brophy Family and Youth Services policy and procedures.
- Undertake operational management tasks at the direction of the CEO, Brophy Family and Youth Services.

### **Quality Assurance & Continuous Quality Improvement**

- Lead the development and implementation of evaluation of the Division's programs and activities, including data collection and analysis, reporting and continuous quality improvement activities.
- Ensure the delivery of services complies with the Brophy Family and Youth Services Case Practice Manual and any other requirements detailed in funding and service agreements.

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of Brophy's Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy quality improvement processes and other activities to meet service and accreditation standards.

### **Learning & Development**

- Participate in appropriate education and training activities to develop and maintain necessary knowledge and skills required to fulfil the responsibilities of the position.
- Provide direction on the relevant learning and development systems across all Divisional programs.
- Provide occasional training to the youth, health, disability and community sector in areas within the scope of professional expertise.

## **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## **KEY SELECTION CRITERIA**

### **Qualifications:**

- Tertiary qualifications in Social Work, Community Development, Education or Business/Management are mandatory.
- Current Drivers Licence.

### **Experience, Skills and Abilities**

The successful candidate will have the best combination of the following characteristics:

- Minimum of five years' experience in coordinating the delivery of services in a community services organisation or related industry.
- Demonstrate an understanding of the child protection and Out of Home Care system
- Demonstrate a sound understanding of issues confronting disadvantaged children, young people and their families, particularly clients involved with the child protection system and out of home care programs.
- Demonstrated understanding of managing the delivery of therapeutic care to children, young people and their carers.

- Ability to make timely, sound decisions and assessments regarding children, youth and families
- Demonstrated ability to develop funding packages and manage budgeting requirements.
- Experience in complex program management including strategic planning, goal implementation, monitoring and evaluation.
- Experience providing leadership and supervision to employees from a range of professional backgrounds.
- Highly developed communication and interpersonal skills and ability to establish partnerships with a range of service providers and organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

**AUTHORISED BY**

NAME: Francis Broekman  
POSITION: Chief Executive Officer  
DATE: December 2020

**ACCEPTED BY INCUMBENT**

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SIGNED: \_\_\_\_\_  
DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_