## POSITION DETAILS

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| **Title** | Manager - Home Based Care |
| **Reference Number** | BF043 |
| **Classification** | Social and Community Services Employee (SCHADS Award) Level 7<br>*(Pay Point dependent on qualifications and years of experience consistent with the SCHADS Award)* |
| **Organisational Area/Team** | Brophy Family - Home Based Care Team |
| **Line Management** | Senior Manager - Tenancy, Homelessness and Home-Based Care |
| **Direct Report/s** | Team Leader/s, Home Based Care |
| **Location** | Warrnambool / Portland / Hamilton (as required) |
| **Authorised By** | Senior Manager – Tenancy, Homelessness and Home-Based Care |
| **Effective Date** | October 2026 |

## ORGANISATIONAL OVERVIEW

Brophy Family and Youth Services (Brophy) is a place-based, for-purpose community organisation working alongside children, young people and families across South West Victoria. We deliver a broad range of family, youth and children's services from sites in Warrnambool, Portland and Hamilton.

## OUR COMMITMENT TO CHILD SAFETY, INCLUSION & PSYCHOSOCIAL SAFETY

Brophy has zero tolerance for child abuse or harm and is unwavering in our commitment to child safety and wellbeing. We empower children and young people by valuing their voices and participation. At Brophy, young people will be supported to express their culture and enjoy their cultural rights. We uphold cultural safety for First Nations peoples and inclusivity for LGBTIQA+ communities. Our workplace fosters psychosocial safety by promoting respect, wellbeing and resilience for all staff and clients.

## OUR VALUES

Our work is underpinned by the following core values, which guide how we engage with each other, clients, and the broader community.

## PRIMARY PURPOSE OF THE ROLE

The Manager - Home Based Care, provides dynamic operational and clinical leadership to a multidisciplinary team delivering high quality foster care, kinship care and caregiver recruitment. The primary objective of these programs is to provide safety, emotional stability and overall well-being of children and young people in Foster and Kinship care arrangements. Along with ensuring operational alignment with legislative frameworks and therapeutic, trauma-informed care practices.

Through service coordination, caregiver support, staff supervision, quality improvement and stakeholder engagement, the role supports safe, stable, child-centered and culturally safe care arrangements. Practice is guided by relevant legislation, organisational policy, clinical governance and quality frameworks, and evidence-informed practice approaches that respond to the needs of children, young people, families and caregivers.

The role forms part of the Home Based Care Leadership Team within the Brophy Family Area. The team provides leadership, coordination and oversight of care services that support children and young people in Foster and Kinship care arrangements.

Working collaboratively with children, young people, families, carers, internal teams, external and community stakeholders, the Manager – Home Based Care, supports coordinated, effective, compliant and high-quality outcomes across the service area.

This position operates at Social and Community Services Employee (SCHADS Award) Level 7, working under limited direction and exercising significant professional judgement, autonomy and delegated authority consistent with the specialist scope and organisational impact of the role.

## WORK LOCATION AND ROLE REQUIREMENTS

- **Independent or isolated work**
  The role may require working independently or in situations where immediate on-site support is not available, including engagement across multiple locations and community settings.
- **Travel between locations**
  Duties may involve travel between Brophy sites and other service locations, including driving as part of the role. Travel may include return journeys of up to four hours between sites, with longer travel possible when undertaking outreach activities.
- **Complex or time-sensitive situations**
  The role may involve responding to complex, sensitive or time-critical situations, requiring professional judgement, prioritisation and adherence to organisational procedures.
- **Physical duties or manual handling** *(e.g., facilities, maintenance, some outreach roles)*.
  Inherent requirements may include manual handling, operation of tools or equipment, or other physical activities, undertaken in accordance with safe work procedures and organisational safety requirements.
- **After-hours or on-call responsibilities**
  The role will involve participation in after-hours work or organisational on-call arrangements, where consistent with operational requirements and role responsibilities.

All duties are performed within Brophy's Occupational Health and Safety Framework including responsibilities for identifying hazards, following safe systems of work, and supporting safe, respectful and psychologically healthy workplaces.

## KEY RESPONSIBILITIES

### Service Delivery and Practice

Provides senior operational, managerial, professional or specialist leadership across a substantial service area, group of programs, major function or significant organisational initiative. Establishes service and operational outcomes, leads the development and evaluation of significant procedures and work practices and ensures activities support broader organisational goals.

Ensures service delivery is coordinated, child-centred, trauma-informed, and responsive to the needs of children, young people, families, and caregivers. Provides leadership and practice guidance to staff across case management, caregiver support, placement stability, advocacy, recruitment, service coordination, and the implementation of practice frameworks. Establishes, monitors, and reviews service and operational outcomes to ensure alignment with organisational priorities, funding requirements, and quality standards.

### Compliance, Risk & Governance

Provides management oversight of governance, risk, compliance and quality requirements across the defined service area, programs or function. Ensures significant incidents, complaints, safeguarding concerns, regulatory obligations and operational risks are effectively managed and, leads improvements arising from reviews, audits, service data and organisational learning.

Monitors the quality of all assessments and reports related to Foster Care and Kinship Care programs and service delivery, providing approval and sign-off as required. Ensures accurate, timely, and confidential documentation, reporting, record keeping and ensures data integrity in line with organisational, legislative, and funding requirements. Uses audits, reviews, complaints, feedback, and service data to identify risks, strengthen practice, and drive continuous quality improvement.

### Communication & Stakeholder Engagement

Develops and maintains influential relationships with senior internal leaders, government, funders, regulators, sector partners and community stakeholders. Represents the service area or function in significant negotiations and forums, communicates authoritative advice and works across organisational and service-system boundaries to resolve complex issues and strengthen outcomes.

Advocates for children, young people, families, and caregivers, ensuring their rights, needs, strengths, and voices are respected and reflected in practice, planning, service delivery, and decision-making. Promotes meaningful participation and works to achieve positive, sustainable outcomes that enhance safety, wellbeing, and stability.

### Team Culture, Wellbeing & OHS

Provides senior leadership for workforce capability, culture, performance, wellbeing and safe systems of work across the area of responsibility. Leads team leaders, specialist employees or multidisciplinary teams, establishes and monitors work outcomes and promotes consistent leadership practice across the service area or function.

Actively contributes to Team, Leadership, and Senior Leadership meetings by sharing expertise, providing practice and operational insights, identifying opportunities for improvement, and supporting collaborative decision-making to achieve organisational objectives.

### Leadership & Organisational Contribution

Works under limited direction and exercises significant delegated authority in leading a substantial service area, major function, group of programs or complex organisational initiative.

Contributes to organisational planning and policy development, leads significant operational change and makes complex decisions that may have a substantial impact on the programs, services or work areas being managed.

Exercises sound judgement and ethical decision-making in complex or high-risk situations, maintaining professional boundaries, confidentiality, and compliance with organisational policies and procedures. Provides line management support as required and participates in the After Hours On-Call roster at Consultant level.

## GENERAL RESPONSIBILITIES

All employees are required to comply with Brophy's Code of Conduct and organisational policies and procedures, including its Child Safety, Cultural Safety and Psychosocial Safety frameworks.

Employees must demonstrate Brophy's organisational values, participate in supervision, performance review and professional development, contribute to quality improvement and support a safe, respectful and psychologically healthy workplace.

Employees may also be required to undertake other duties that are reasonably within the scope, capability and classification of the position.

## KEY SELECTION CRITERIA

| **Mandatory Requirements** | |
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| **Qualifications** | A relevant tertiary qualification appropriate to the requirements of the role, together with extensive relevant experience and a high level of professional or specialist expertise; or an equivalent combination of qualifications, considerable skills, extensive experience and competence sufficient to perform the requirements of the position. |
| **Compliance** | NDIS Worker Screening Check, Working With Children Check (Employee)(Victorian), National Police Check, Driver's Licence |
| **Experience, Skills & Attributes** | |
| Demonstrate a sound understanding of issues confronting disadvantaged children, young people and their families, particularly clients involved with the Child Protection system and Home Based Care programs. | |
| Makes sound, timely and ethical decisions in complex or high-risk situations, maintaining professional boundaries, confidentiality and alignment with organisational procedures. | |
| Demonstrated knowledge and experience in Home Based Care, Foster Care, Kinship Care and/or Child Protection services, including a strong understanding of trauma-informed, child-centred, culturally safe and evidence-informed practice, and the ability to support complex case management and placement stability outcomes | |
| Demonstrated experience leading and managing teams within child, youth and family services, including the ability to provide practice leadership, supervision, performance management and workforce development while fostering a positive, accountable and psychologically safe team culture. | |
| Demonstrated ability to manage governance, compliance, risk and quality requirements within a regulated service environment, including oversight of assessments, reporting, audits, incident management, continuous improvement activities and adherence to legislative, contractual and organisational requirements. | |
| Demonstrated ability to build and maintain influential relationships with senior internal and external stakeholders, including government, funders, sector partners and community organisations, to support service and organisational outcomes. | |
| Demonstrated capability in using Microsoft 365 and relevant organisational information systems to support reporting, analysis, oversight and effective decision-making. | |