

POSITION DESCRIPTION

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| Title: | State-wide Manager | Classification /Remuneration: | Salaried |
| Business Unit: | Family and Disability Services | Facility/ Cluster/ Region: | State-wide Services |
| Department / Service / Program: | Family Services | Reporting to: | General Manager, Family, Child and Individual Support |
| Direct Reports: | 6-10 | Indirect Reports (#) | 60-120 |
| Delegation: | Tier 4 | ANZSCO Code: | |

OUR ORGANISATION

UnitingCare provides health and community services to thousands of people every day of the year through its services in Family and Disability Services, Health, Aged Care and Community Services, Retirement Living and Retail. These services encompass 8 major brands including UnitingCare, Blue Care, The Wesley Hospital, St Andrews, Buderim Private and St Stephens Hospitals, Lifeline and ARRCs (Australian Regional and Remote Community Services).

OUR VALUES

UnitingCare acknowledges that people are informed by a variety of belief systems. As an organisation we are called to support people to 'live life in all its fullness' (John 10:10) and our shared values form the core to our work of offering hope, healing and transformation to the people we serve. It is a requirement of all employees to express these shared values through their actions, behaviours, practices and outcomes:

Compassion: Through our understanding and empathy for others we bring holistic care, hope and inspiration

Respect: We accept and honour diversity, uniqueness and the contribution of others

Justice: We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society

Working Together: We value and appreciate the richness of individual contributions, partnerships and teamwork

Leading through Learning: Our culture encourages innovation and supports learning

The Family and Disability Services vision is for a society where all children, adults and families are living safely in thriving, resilient communities and have the opportunity to reach their potential and play a positive role.

UnitingCare's Family and Disability Services contributes to the realisation of this vision by working alongside our clients, local communities, other service providers and governments to:

- Provide a voice for children, young people, individuals, families and communities across Queensland
- Tackle the causes of disadvantage
- Offer inclusive, evidence based, high quality, person-centred services that make a sustained positive difference in people's lives
- Ensure all Queenslanders have someone to turn to when in crisis.

POSITION PURPOSE

To lead the State-wide Out Of Home Care South East (OOHC SE) program stream in the Family Services portfolio Family and Disability Services Business Unit. This role will provide strategic leadership and operational and financial management across the state.

This role is responsible for managing existing services, developing and enhancing the delivery of these services, leading community capacity building and contributing to the broader UnitingCare. This service will work with families,

children, Government bodies and the local community to support people through all stages of life, from crisis to life's various challenges

This role will take program leadership for Out Of Home Care South East (OOHC SE) driving practice consistency, strengthening service quality, building new service opportunities, establishing an evidence base and positioning services to be renowned in their field.

This position will work with other Statewide Managers as part of the Leadership Team to deliver the Family and Disability Services strategy.

The position will assist with the development of a culture that is client centric and innovative to meet the current and future demands for UnitingCare's statewide service for children and families.

This position requires travel to capital cities and regional locations.

KEY ACCOUNTABILITIES

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| Operational Excellence | <ul style="list-style-type: none"> • Deliver UnitingCare's strategic direction through management of the subject matter service stream within Family and Disability Services. • Advance the strategic direction of UnitingCare's Family & Disability services across Queensland • Lead the development of innovative ways to enable Family services to grow their business and provide services aligned with Family and Disability five (5) pillars framework, 2030 strategy, Cultural Appreciation strategy and people capability plans across their business. • Provide high level subject matter expertise, comprehensive and timely advice to the General Manager and Senior Leadership Team on key issues impacting on community services and their teams. • Lead and manage the compliance and continuous improvement of all aspects of these programs and seek out opportunities for expansion through developing proposals and submissions for new services and funding in consultation with the General Manager. • Creating a values-driven, safe employment environment that attracts, engages and retains skilled employees and volunteers • In accordance with business performance models, increase clients and revenue in a systematic and predictable manner while also conducting the business development activities associated with reactive and agile opportunities identified by local staff, liaising with marketing and communications to do so effectively. • Implement and monitor key performance indicators related to enhancing the quality of the subject matter service delivery approaches and outcomes. • Provide effective performance management and compliance with relevant legislation, standards, Uniting Church and UnitingCare Board Policies. • Contribute to the maximisation of synergies across UnitingCare as a single integrated organisation to improve service delivery and business performance, and to promote the Church's work in health and community services in the broader community (e.g.: community funded services such as emergency relief, housing and homelessness provisions, education and school services etc.) |
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| <p>Collaboration and Stakeholder engagement</p> | <ul style="list-style-type: none"> • Oversee the evaluation of service model implementation, in line with the Research strategy, and the continuous improvement of all aspects of service delivery so as to best ensure that there are cohesive services across the State and seek out opportunities for expansion through stakeholder liaison, developing proposals and making submissions for new services and funding. • Develop positive and productive partnerships with all internal and external stakeholders involved in the delivery of the subject matter services, operating on committees and working groups to achieve organisational outcomes. Represent the organisation as required. • Effectively manages change and engages with services and other directorates to foster a culture of integration and collaboration. • Work in a collegiate manner with internal stakeholders across UnitingCare (as relevant) to develop proposals and submissions for service development aligned to best practice and organisational priorities and vision. • Work with Practice, Improvement & Development team, and UnitingCare stakeholders as relevant, on research, analysis and stakeholder engagement, project implementation, analysis of client and service risk, business planning and business continuity, all business development activities and practice improvement. |
| <p>Leadership</p> | <ul style="list-style-type: none"> • Provide subject matter expertise, leadership and guidance in the development of a work place culture which promotes innovation, self-determination, cultural safety, personal development and safety within the work place that attracts, engages and retains skilled employees and volunteers • Supervise, develop and support the Leaders within services and regions to ensure a high standard of service and compliance with State and Commonwealth legislation and associated accreditation/licensing standards. • Build, develop, lead and manage high performing teams across services. This will include managing the financial, human resources and operational management of all service and program areas. • Develop and implement supervision and communication strategies throughout client service programs that are effective in managing change, establishing accountability and ownership, and ensuring employees are informed. • Develop localised client and stakeholder engagement strategies, in line with FaDS client engagement strategy, to ensure client's voices are heard, inform service development and strengthen current and new service responses. <p>The incumbent will be expected at all times to conduct themselves in a manner that reflects the values of UnitingCare. It is expected that they will be familiar with and uphold all UnitingCare policies, procedures and guidelines.</p> |

QUALIFICATIONS/LICENCES, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS/LICENCES

Essential

- Tertiary qualifications in a related relevant human services field are essential (Social Work, Psychology, Social Science, or a relevant Human Service field) including demonstrated commitment to ongoing professional development and demonstrated experience operating in a management of service capacity.
- Lesser formal qualifications with acquisition of considerable skills and extensive and diverse relevant experience to an equivalent standard.
- Drivers Licence
- Positive Blue Card

KNOWLEDGE AND EXPERIENCE

Essential

- Extensive experience in innovation, new service development and contemporary practice in the subject matter field
- Demonstrated knowledge and comprehensive understanding of the subject matter's best practice approach and frameworks.
- Demonstrated achievements in providing strategic leadership and management for strategic and service planning in a medium sized, state wide, complex service delivery organisation.
- Demonstrated ability to lead and manage Programs in the subject matter, with an understanding of specialist programs; including ideally, a comprehensive understanding of contemporary community services and sector reform agendas, child protection and domestic and family violence.
- Demonstrated understanding of the issues faced by regional and remote services; including managing the challenges of recruitment, support, supervision and quality service provision.
- Demonstrated understanding of key legislation and standards that exist at the Federal and State levels that impact on service delivery for Family services and Remote Family Services.
- Demonstrated achievements in determining and implementing future organisational directions, facilitating effective change management processes and creating an environment that embraces change to enhance strategic performance and service to clients.
- Demonstrated success in leading and managing staff, co-ordinating planning project teams and cultivating productive working relationships, partnerships and teamwork.
- High level interpersonal, communication, consultation and negotiation skills with particular emphasis on negotiation of funding agreements and grants for viability and demonstrated capacity to work with internal and external stakeholders to achieve successful organisational outcomes.
- Demonstrated capacity to work within the beliefs, mission, values and policies of UnitingCare and to adhere to the provisions of the Workplace Health and Safety Act.

Desirable

- Experience in working in a Not for Profit Business
- Understanding of Community Services Sector levers, drivers & external forces.

All UnitingCare staff must satisfy the relevant probity checks required by legislation or UnitingCare policies

UnitingCare is committed to 'Closing the Gap' in life expectancy and opportunities for Aboriginal and Torres Strait Islander People and all executives are expected to support UnitingCare's contribution to Reconciliation.

UnitingCare is committed to being a Child Safe, Child Friendly organisation and will:

- *Provide welcoming safe and nurturing services for children*
- *Implement measures to prevent child abuse and neglect within our services*
- *Appropriately and immediately address child abuse and neglect if it does occur.*

BEHAVIOURAL CAPABILITIES

Customer* Focus

Sees the world through the eyes of the customer, responds to their needs and creates value by recognising their journey and working alongside them.

**'Customer' refers to clients, patients, residents, families, VMPs, government bodies and all other persons accessing or interacting with our services*

Achieves Objectives

Delivers outcomes aligned to UnitingCare's strategy, using evidence-based decision making and robust evaluation measures to ensure sustainable performance.

Collaborative Partnerships

Builds strong internal and external collaborative partnerships that enhance the delivery of UnitingCare's mission and strategic priorities.

Innovation

Creates value and opportunities for growth through the identification and implementation of innovative solutions

Change Agility

Proactively leads self and others through change, managing ambiguity and personal growth to deliver sustainable outcomes

Engages & Motivates Others

Creates an environment where people feel valued and are motivated to do their best

Drives Accountability

Drives the accountability of others by setting clear expectations and monitoring performance in alignment with organisational objectives

Coaches & Develops

Leads and develops others towards meeting organisational objectives through coaching, feedback and regular connections

Strategic Focus (Middle Leaders, SLT & ELT)

Takes a long-term, big picture view to formulate strategies that enable the ongoing delivery of our Mission