

Position Description:

Refuge Manager

1. General Information

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| Position title: | Refuge Manager |
| Department: | Service Delivery |
| Position Reports to: | Director of Services |
| Classification: | SCHADS Level 8 Plus 10.5% superannuation and access to salary packaging |
| Job status: | Permanent – Full Time Participate in 'on call', after hours and weekend roster as required |
| Location: | Maroondah, Knox and Wyndham |
| Number of direct/indirect reports: | 8 |
| Probationary Period: | 6 months |
| Key Relationships: | Internal: CEO, Chief Operating Officer, Corporate Services Staff, Service Delivery Staff, Housing Services and Donations Manager External: Referring agencies, peak bodies, clients their families and advocates, community service organisations and partners including Safe Steps, Police, regional organisations and key stakeholders. |

2. Overview of Refuge Victoria

Refuge Victoria is a not for profit Specialist Family Violence Organisation that provides frontline services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people's stories for over 40 years. Refuge Victoria has grown to be the largest provider of crisis accommodation in Victoria - which includes 15 crisis properties and nomination rights to 35 Transitional Houses.

Refuge Victoria delivers outreach support and therapeutic responses to women and children in the community affected by family and domestic violence. We employ Family Violence Case Managers and Children's Workers across 2 main sites in Melbourne's Eastern suburbs and 1 site in the Western Melbourne Region. We are funded by the Department of Health and Human Services and the generous support of donors.

Refuge Victoria supports women and children through a number of key programs:

- Safe in the Community
- Community Connect
- Intake and Emergency Accommodation – Eastern and Western Melbourne Regions

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink and self-referrals.

Refuge Victoria is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people.

Refuge Victoria is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability.

3. Our Vision

We strive to create a safe future where people are free from family violence.

4. Our Model

The Refuge Victoria model is premised on a "wrap around" process of service delivery. Refuge Victoria provides intensive, holistic and individualised care planning and case management and works alongside with survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria philosophy of care begins with the principle of "voice and choice" where self-determination and the perspective and views of the family, including that of the child or young person. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies.

A strength-based approach is utilised to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

5. The Role

The Manager is responsible for the implementation of and operationalisation of Refuge Victoria East in the Maroondah area, Melbourne. The Refuge Manager, Maroondah, is a key leadership role that has responsibility for service provision for the organisation and plays a pivotal role in the success of the family violence emergency response program. The Refuge Manager is expected to meet a range of outcomes and deliverables which align with the Refuge Victoria Strategic Plan and to assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Refuge Manager is responsible for coordinating the delivery of a 24-hour service providing emergency accommodation and case management for women and children experiencing family and domestic violence. This role entails the oversight and monitoring of high-quality intake and risk assessments, safety plans, needs assessments, case and exit planning. The role also incorporates overall management of the property and units to ensure they are maintained and ready for occupancy within 24 hours of a vacancy. The program includes full time Monday to Friday staff and staff rostered over seven days per week providing after hours support.

6. Key Accountabilities

| Operation Management | Measures/KPIs to be achieved |
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| <ul style="list-style-type: none"> • Coordinate intake and referral functions and the management of emergency and accommodation response services. • Provide supervision and management coordination to the Refuge Victoria West Service staff including the extended hours intake coordinators. • Ensure vacated units are ready for occupancy within 1-2 business days. • Ensure vacant unit availability is recorded on the safe steps refuge vacancies register. • Participation in the back up on-call roster, and some after hour's service provision as required. • Be available to undertake intake after hours if the intake worker is absent from work. • Ensure high quality and comprehensive risk assessments, safety plans, needs assessments and case plans are undertaken for women and children accessing emergency accommodation. • Co-ordination of exit planning and handovers to Refuge Victoria programs or to external services. | <ul style="list-style-type: none"> • Ensure annual client targets are met • Ensure SHIP note entries and supporting documents are up to date. • Ensure Intake documents uploaded to SHIP • Ensure SHIP status updates to be completed by the 5th of each month • Record relevant data re intake and vacancies as required • Monitor and review plans: <ul style="list-style-type: none"> ○ Risk Assessment ○ Safety Plan ○ Case Plan ○ Exit Plans |

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| <ul style="list-style-type: none"> • Provision of daily complex staff case management support • Guidance, supervision and oversight to direct service delivery staff. | |
| Leadership | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals. • Lead with exceptional interpersonal, communication and negotiation skills • Contribute to the strategic direction by being actively involved in the implementation of strategic and operational plans. • Contribute to future development through monitoring community, business and operational needs and make appropriate recommendations for service delivery development. • Ensure legislative compliance in relation to service delivery and ensure service targets are met. • Undertake staff appraisals and performance management as required. • Contributes and participates in regular management meetings and supervision to enable continuous service improvement, best practice and ongoing quality improvement. • Builds working partnerships with key stakeholders and services to improve client outcomes and access. • Participate in community network building and practitioner meetings. | <ul style="list-style-type: none"> • Operational performance, particularly in relation to the management of work hours and client outcomes • Achievement of DHHS targets • Minutes for meetings available within agreed timelines and actions completed • Compliance with program guidelines and service agreements • Successful implementation of Refuge Victoria operating guidelines and initiatives measured through staff and client and external services feedback and post implementation reviews • Positive relationships and feedback from stakeholders • Audits (internal and external) demonstrate compliance • Operate within budget • Strong engagement culture as evidenced by engagement surveys, retention and turnover rates • Maintains a cohesive workplace • Staff supervision is prioritised, managed and recorded internally • Referral numbers reviewed, and steps taken to ensure equity of access • Attend local partnership meetings. |
| Teamwork and Communication | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures | <ul style="list-style-type: none"> • Maintains a cohesive workplace -evidence of regular team meetings, minutes and communication |

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| <ul style="list-style-type: none"> • Communicate with all staff and work with them to meet organisational objectives consistent with the values of Refuge Victoria • Participate in and contribute to 'all staff' meetings. • Co-ordinate and facilitates regular team meetings • Ensure effective orientation and induction for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities • Maintains constructive and collaborative working relationships across program areas • Develop positive, supportive team culture based on professional and respectful behavior • Display organizational values and conduct including honesty, integrity, respect, transparency, collaboration and initiative. • Engage in activities that promote positive organizational and workplace culture | <ul style="list-style-type: none"> • Staff operate within guidelines for the provision of outreach support • Demonstrates and role models values and behaviours in accordance with organisational code of conduct • Maintains appropriate professional boundaries with colleagues, clients, services and volunteers |
| Financial Accountabilities | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Ensure that Refuge Victoria financial delegations' requirements are adhered to • Ensure that all financial transactions are undertaken in line with approved Refuge Victoria policy and delegations. • Provide timely, accurate receipts to meet all reporting and accountability requirements. • Assist staff to source financial assistance for clients as required, e.g. via Flexible Support Packages | <ul style="list-style-type: none"> • Staff are aware of delegations • Clients access Flexible Support Packages • HEF packages are applied to eligible clients when assessing properties. |
| Information Management | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Develop and maintain an intake monitoring and recording system tracking: referrals, length of stay, time between registering vacancy and referral/intake, appropriateness of referrals, reason for refusal if any, turnover of units, no of children on site, exit reasons • Monitor program performance and outcomes through collation and analysis of service data and implement changes to the operation of programs to enhance service delivery • Adhere to relevant record management systems and comply with relevant Privacy Legislation | <ul style="list-style-type: none"> • Audit process reveals staff compliance with ISO and DHHS accreditation standards • Intake monitoring is evidenced |

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| <ul style="list-style-type: none"> • Ensure Refuge Victoria staff maintain current and accurate computer records on SHIP • Ensure record keeping is in line with quality and accreditation standards • Undertake regular file audits and review standards and quality of case notes, assessments and plans | |
| Continuous Quality Improvement and Risk Management | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Promote the development and implementation of organizational policies, programs and standards, which ensure compliance with professional standards and relevant legislation. • Review client focused and administrative systems in order to improve efficiency and effectiveness. • Consult immediately with the CEO and General Manager Service Delivery re all Major incidents and the General Manager Service Delivery re all non-major incidents. • Ensure that service delivery staff meets minimum standards in line with ISO standards and the Department of Health and Human Services Standards. • Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas • Promote the maintenance of a safe, secure and clean environment. • Deliver efficient and high-quality services in line with best practice. • Facilitates the identification of risks to staff, client and visitors and ensures appropriate corrective action is implemented. • Maintain and update knowledge of emergency plans, policy and procedures to maximise effectiveness in a crisis • Practice in accordance with child safety standards and reportable conduct guidelines | <ul style="list-style-type: none"> • Risks identified, documented and managed as per the risk register • Accreditation achieved with evidence of continued improvement • Implement and adhere to SF OH&S policies, protocols and safe work procedures • 100% compliance with DHHS critical incident reporting guidelines • 100% compliance with Ticket reporting of incidents • Ensure all hazard's, incidents and injuries are investigated and corrective actions implemented within the agreed timeframes • Compliments to complaints ratios and volume of responses • Participates in internal supervision process. |

| Human Resource Management | Measure/KPI's to be achieved |
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| <ul style="list-style-type: none"> • Participate in staff recruitment, including preparation of position descriptions, interviewing of potential staff, staff orientation, and staff development including the development of Key Performance Indicators • Ensure staff performance management is undertaken and staff appraisals are completed annually. • Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy | <ul style="list-style-type: none"> • Service Delivery staff Position Descriptions are reviewed and updated annually • Performance reviews are undertaken annually • No staff have more annual leave than the organisational policy stipulates • Health wellbeing of staff is measured by sick leave uptake |
| Occupational Health and Safety | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor and actively participate in hazard elimination where required • Be responsible for monitoring and improving the safety performance of their work area by investigating incidents, identifying hazards, initiating actions and participating in the resolution of safety issues • Assistance in the maintenance of a clean, hazard free work environment • Follow workplace procedure for accident/incident reporting • Ensure effective implementation of all OH&S Management system policies and procedures, ensuring staff have adequate training to perform their job safely and new employees are effectively inducted to minimise safety risks within their area | <ul style="list-style-type: none"> • Risks identified, documented and managed • DHHS Critical Incident Report System is followed • Tickit is up to date with all reported incidence • WorkCover incidents are maintained within the industry benchmark. |
| Property Management | Measure/KPI's to be achieved |
| <ul style="list-style-type: none"> • Manage allocated property and maintenance requests and coordinate and manage trade services including contractor inductions • In conjunction with Refuge Victoria corporate services liaise with relevant DHHS property services staff regarding major maintenance matters | <ul style="list-style-type: none"> • Maintenance issues are addressed and resolved in a timely manner • Units are ready for re occupancy within agreed timeframes • Major and essential maintenance issues are addressed |

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| <ul style="list-style-type: none"> • Liaise with contractors to obtain clarification around quotes, jobs logged and accounts • Conduct property and facility fabric audits • Manage soft and hard security services | <ul style="list-style-type: none"> • Property audits are undertaken and documented as required • Security systems are maintained |
| <p>Other Duties</p> <ul style="list-style-type: none"> • Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer | |

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

Immunisation

Consider appropriate levels of immunisation in accordance with Refuge Victoria employee Health and Wellbeing Policy, in the interest of yourself, all staff, clients and visitors.

Mandatory

- Police check
- Working with Children’s Check
- Victorian Drivers Licence

Other Information

All staff and volunteers must abide by a code of Conduct.

7. Key Selection Criteria/ Position Requirements

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| Qualifications | <p>Essential A tertiary qualification in social work, psychology or related discipline at degree level.</p> <p>Desirable Experience working in the Family Violence sector or family services</p> |
| Previous Experience | <p>Essential</p> <ul style="list-style-type: none"> • Microsoft office skills e.g. Word and excel • Previous experience managing a team in a complex environment • Demonstrated high-level decision-making skills • Demonstrated high level communication skills <p>Desirable Have previous experience managing a team delivering client services to women and children experiencing family violence or other case management services</p> |
| Required Knowledge and Skills | <p>Essential</p> <ul style="list-style-type: none"> • Creates a culture of continuous learning and quality improvement • Skills in delivering excellence in client services |

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| | <ul style="list-style-type: none"> • Ability to work collaboratively with staff, colleagues and key stake holders • Recognises and values the contribution of others • Self - motivated and ability to work independently • Strong communication and written skills and the capacity to negotiate and build relationships with a range of professionals and services • Case management experience and leadership in working with women and children with complex needs and risk issues • Excellent risk identification and management skills • Skilled in providing support, supervision, coaching and training for direct service delivery staff • Exceptional organisational and time management skills and ability to prioritise in order to juggle competing tasks and meet tight deadlines • A current Victorian Drivers Licence <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated ability to provide team leadership and lead a team delivering emergency crisis responses • A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education • A proven track record of leading a team working within a case management framework and demonstrated understanding of comprehensive risk assessment • Ability to work in a team environment with limited direction, with a high degree of responsibility and self-management • Ability to dynamically represent Refuge Victoria with internal and external partners • Computer skills including the word processing and spreadsheet programs, and email at an advanced level • Strong organisational and administrative skills • Self-reliance and ability to work independently and flexibly within the policies and protocols • Commitment to the mission and values of Refuge Victoria • An awareness of the gendered nature of violence and the impact of family violence on women and their children • An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalised women when they experience family and domestic violence • Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity • Knowledge of The Privacy Act • Knowledge of The Occupational Health and Safety Act |
| <p>Personal Attributes & Values</p> | <ul style="list-style-type: none"> • The ability to complete tasks accurately and efficiently and is thorough in all aspects • Employs an ethical and professional approach to practice • Maintains clear and appropriate professional boundaries • Displays resilience and self-care |

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| | <ul style="list-style-type: none"> • Ability to think broadly and holistically in relation to family violence and interventions with women and children. • Solution focussed and able to motivate others and lead change • A commitment to promoting Refuge Victoria programs and services • An awareness and commitment to confidentiality • Capacity to assess and manage risk. Capacity to balance workload, determine priorities and meet deadlines • Ability to effectively manage conflict and work collaboratively |
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Employee Position Declaration

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Signature _____

Print

Name _____ Date _____