

Position Description

Position:	Manager - Transitional Housing/Domestic and Family Violence/Intake
Reports to:	Senior Manager, Sunshine Coast
Award:	Social Community Home Care & Disability Services Award
Position Classification:	Level 6

Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development, Training and Group Work, and other such responses that facilitate the achievement of specified goals.

Kyabra operates an integrated model and works with individuals, families and carers with sometimes complex issues. This work may include support and advocacy through the systems which significantly impact on individual and family lives, such as; child protection; income support; housing; domestic violence, mental health and healthcare; disability; education and legal.

The Transitional Housing/Domestic Violence and Intake team will be responsible for providing a single point of entry for information, assessment and referral to services, and to additionally provide case management support to those in transitional housing including the DFV shelter.

The Manager will lead the team and will be responsible for ensuring that the following activities are carried out:

- Initial needs identification and assessment.
- Provision of information to those seeking services.
- Appropriate referral to internal and external services.
- Case Management and Coordination.

The position involves both centre based and outreach functions involving coordinated work with a range of agency, community and staff resources.

The Manager will lead the team and involve team members in all aspects of day to day operations as well as providing support and line management supervision. The Team Leader will also interact with other specialty roles within the organisation in relation to areas such as; professional supervision and training, data collection and reporting, research and evaluation, quality assurance and standards. The Manager, Transitional Housing/DFV and Intake will also be required to participate in and contribute to the Management Team.

Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To actively evaluate and critique practice at an individual, service and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.

Role Responsibilities

The Manager, in conjunction with other members of the Transitional Housing/DFV and Intake Team will be responsible for:

- Initial needs identification and assessment of individuals, families and carers who wish to access services.
- Provision of information to those who are seeking services.
- Appropriate referral of individuals, families to internal Kyabra services or to external services, as relevant to their needs.
- Maintaining comprehensive information and up-to-date referral protocols for relevant external services.
- To regularly keep updated of service agreement legislation (via networks and Departmental communications).
- Liaising with other Managers and relevant staff regularly to ascertain programs and activities for internal referral pathways.
- Maintaining intake related data collection to ensure accuracy and timely responses.
- In conjunction with the Quality Assurance and Reporting team:
 - to generate timely and accurate reports as per service agreement requirements;
 - to contribute to ongoing development of integrated model administration and data collection systems to ensure compliance with Kyabra policy and procedures and quality assurance requirements.

The Manager is responsible for:

- Ensuring the provision of adequate support, line supervision and access to professional training for staff in line with organisational requirements.
- Developing operational plans in the team consistent with agency and service philosophy and in line with service agreements and funding bodies.
- Being involved in the development and support of evaluation mechanisms in working with families and individuals in relation to the operational practices within the team in addition to organisational wide requirements.
- To be involved in sector networks, development, collaboration and partnership in line with organisational philosophy and direction.

- This role also involves participating in an on-call roster, for which an allowance is paid.

Key Selection Criteria

Essential

1. Relevant university tertiary qualifications and experience in the Human Services field.
2. Understanding of and commitment to the principles of social justice.
3. Demonstrated capacity to work in ways that focus on people's strengths.
4. A demonstrated understanding of cultural factors impacting domestic and family violence service delivery
5. A demonstrated ability to lead and work as a member of a team.
6. Knowledge of one or more of the following; the Domestic and Family Violence Protection Act, Child Protection Legislation and Regulation, The Residential Tenancies Act and/or other relevant legislation within the Human Services field.
7. Well-developed interpersonal and organisational skills.
8. Demonstrated knowledge and/or experience in working with multiple complexity within the community sector across one or more of the following areas: intake and assessment, domestic violence, housing and homelessness, mental health, community development, disability.
9. Skills in strategic/operational planning and evaluation at a service and organisational level.
10. A demonstrated ability to provide leadership and support to a human service area including staff management and administration and responsibility for administering a budget.

Positions under direct supervision:

- Intake workers
- Case workers
- Property manager

Relates to:

- Staff and volunteers.
- Executive Board members.
- Families and individuals.
- Other service providers/community organisations
- Funding body representatives

Other Information

Criminal History Check

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

Hours of Work

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.