



# POSITION DESCRIPTION

## POSITION DETAILS

Title	Manager Residential Services
Position Number	PD010
FTE & Duration	Full time ongoing
Classification	Level 8
Qualification	A tertiary qualification in Social Work, Community Services or a related field
Reports to	Director of Client Services
Direct Reports	Team Leader Residential Care, Senior Workers Residential Care, Residential Care Support Workers
Location	Mildura
Approved By	CEO

## ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website [www.masp.org.au](http://www.masp.org.au)

## ABOUT US

**Purpose:** To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

**Vision:** Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

## OUR VALUES

**CONNECTED:** We nurture trusting, collaborative, and inclusive relationships.

**ACCOUNTABLE:** We employ authentic, competent, evidence-based practice.

**RESPONSIVE:** We demonstrate kind, flexible, timely, and personalised care.

**EMPOWERING:** We cultivate a strengths-based and enabling environment.

**SAFE:** We embrace a culturally safe, trauma informed, and dependable ethos.

## POSITION OVERVIEW

The Manager Residential Services leads the delivery of outstanding and industry-leading services to all clients in Residential Care.

As well as being involved in hands-on service delivery at times, the Manager is responsible for program compliance, ensuring program budgets are adhered to, fostering a commitment to continuous improvement and best practice, and contributing to MASP's business strategy where relevant.

The position also requires working closely with the Director of Client Services and the Director of Practice to ensure appropriate case management frameworks and workload allocation management are in place.

## KEY RESULT AREAS

The Manager Residential Services is responsible for the following Key Result Areas:

**SAFETY** – Proactively demonstrate a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

**PEOPLE** – As a leader, contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

**FINANCIAL** – Ensure Residential Services are delivered in a cost-effective manner, that program budgets are adhered to, and play a key role in the development of operational budgets.

**OPERATIONAL** – Oversee the delivery of outstanding and industry leading services to all clients in Residential Care.

**STRATEGIC** – Actively participate and contribute to the formulation of MASP business strategy within the Residential Services program from conception to implementation.

**CONTINUOUS IMPROVEMENT** – Foster, implement and demonstrate a commitment to continuous improvement within the Residential Services team.

## KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Lead the strategic development of services and programs within Residential Services.
2. Work and negotiate with government and local committees to ensure appropriate support and delivery of client services.
3. Provide high quality leadership and management to all staff within the Residential Services team.
4. Work closely with the Director of Client Services and the Director of Practice to ensure appropriate case management frameworks and workload allocation management are in place.
5. Liaise with the Director of Practice to measure client outcomes and assist in developing an evidence base to support MASP's work in Residential Services.

6. Ensure compliance with funding bodies and other statutory requirements through a process of regular internal auditing and remain informed of changing requirements at all times.
7. Assist in driving organisational culture and performance through leadership practices that attract and retain high quality staff, manage performance, and develop employee capability.
8. Identify and lead funding and growth opportunities including assisting in the preparation of funding submissions for new and existing services relevant to Residential Services.
9. Prepare, review, and distribute internal and external reports and statistical data for analysis to relevant stakeholders to ensure clients' needs are addressed and KPI's are being met that align with strategic direction.
10. Work closely with the Director of Finance to develop annual budgets for Residential Services and assist with accurate monthly reporting in line with organisational and statutory requirements.
11. Increase the profile and reputation of the organisation by building and maintaining strong strategic networks, partnerships and service level agreements with relevant partners that improve outcomes for clients through a commitment to attending industry forums and being an active member of the Residential Services sector at both a local and national level.
12. Provide strategic advice to the Director of Client Services, CEO, and other members of the Senior Leadership Group relating to all aspects of Residential Services.
13. Participate in the Secondary On Call roster.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

## KEY SELECTION CRITERIA

### Essential role-specific skills, knowledge and experience

1. A tertiary qualification in Social Work, Community Services or a related field or significant experience in a similar role, or a combination of both
2. Demonstrated working knowledge of legislation, funding body requirements, policies, and best practice in relation to Residential Services.
3. Knowledge of the issues affecting clients in Residential Care, the influences and effects of the social environment and advocating with and on behalf of those who are disadvantaged.
4. Demonstrated experience in a managerial role and highly developed leadership skills.
5. Experience in working collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.

### Highly desirable role-specific skills, knowledge and experience

6. Management experience in a not for profit / charitable organisation.

## CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

## OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.