



POSITION DESCRIPTION

Position title:	Manager, Emergency Relief
Time fraction	Full Time: 37.5 hours per week
Position holder:	
Position reports to:	Director of Operations
Program:	Emergency Relief
Location:	East Melbourne

MISSION - VISION - VALUES

Relationships are at the heart of why CatholicCare exists. We help people to build positive relationships, and repair connections when needed.

CatholicCare works on behalf of the Archdiocese of Melbourne and the Diocese of Sale with a mission to break down the barriers to social inclusion by strengthening families and communities.

Our vision is for a stronger, more resilient and inclusive society – where everyone can reach their potential and enjoy life to the full.

We draw on the principles of Catholic Social Teaching to inspire and direct our endeavours. As an organisation, and as individuals, we value; Dignity, Compassion, Collaboration, Inclusion, and Responsibility.

“I have come so that you may have life and have it to the full”

{John 10:10}

PROGRAMS OVERVIEW

CatholicCare Victoria Tasmania (CCVT) provide Emergency Relief Services, under contract to the Federal Department of Social Services (DSS), from various locations in Victoria and Tasmania.

Emergency Relief (ER) is the provision of material aid assistance and/or financial assistance to meet immediate crisis needs of clients experiencing financial hardship.

Types of material aid assistance include: food vouchers or food parcels, gift cards, food, clothing, furniture and household goods, budgeting assistance, bill payment assistance, transport tickets, fuel vouchers, medical and pharmaceuticals vouchers. ER can also provide referral, advocacy, information and support services to clients.

POSITION PURPOSE

Provide subject matter expertise, leadership, support, coordination of consistency of delivery and expert advice to the CCVT Operations Group and CatholicCare Leadership to ensure effective management of all ER Services delivered under the CCVT DSS Emergency Relief Contract.

Represent CCVT in the ER sector and in relevant national government and community sector forums.

Design, develop and monitor the implementation strategy for delivery of ER across multiple sites in Victoria and Tasmania.

The Manager, ER will:

- Implement and manage the CCVT ER Steering Committee to achieve strategic outcomes and drive policy and practice change
- Design and conduct in-depth ER delivery reviews via analysis of Penelope, DEX data, CCVT finance data, and other sources as identified to provide specialist site reviews
- Manage the development of an evidence base and validated model of best practice ER delivery with supporting assessment, benchmarking and outcome measurement tools
- Develop a structured training program for staff and volunteers to support ER implementation
- Develop funding tenders and provide specialist assistance and leadership in funding applications to DSS
- Support the development of any funding proposals for cooperate sponsorship to expand CCVT delivery of ER Services

POSITION ACCOUNTABILITIES

NOTE: This position description intends to describe the general nature and level of work related to this role. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not necessarily significant.

KEY RESULT AREA	ACCOUNTABILITY
Leadership	Promote team awareness and understanding of the Mission, Vision & Values of CatholicCare
	Advise the CCVT Operations Group and the CCVT leadership team on developments in ER, including social, political and economic developments
	Provide leadership and dedicated focus on best practice delivery of ER services
	Identify and promote opportunities for CCVT to enhance and develop its practice in ER particularly through innovative models of ER delivery
	Analyse Penelope and DSS DEX data, and broader research on ER delivery to inform decision-making, policy formulation and strategic development of CCVT ER innovation opportunities and practice improvement
	Develop a culture of mutual support, learning and practice excellence across all CCVT ER delivery
	Engage with CCVT ER sites to ensure staff participate in training and community of practice opportunities
	Ensure that regular team meeting are embedded practice at all CCVT ER sites
	Provide subject matter expertise and support the development of tender responses as required
Service delivery	Oversee and take responsibility for quality and effectiveness of operational delivery of ER delivery across all CCVT ER sites
	Implement CCVT wide governance and accountability management of all DSS ER funding allocated to CCVT ER sites
	Manage risk associated with the delivery of ER and ensure risk management processes are in place for all CCVT ER services

KEY RESULT AREA	ACCOUNTABILITY
	<p>Ensure ER service delivery meets all contractual and accreditation requirements</p> <p>Manage the development of an evidence base and validated model of ER delivery, evidenced through, benchmarking and outcome measurement data</p> <p>Develop and maintain a comprehensive CCVT ER Handbook (and continue to update as required) to guide and support quality and consistency of ER delivery across all CCVT ER sites</p> <p>Provide guidance to CCVT ER sites on Client Appointment Booking models</p> <p>Support CCVT Agencies in building an ER delivery culture that is focused on co-operation, enriching service delivery and understanding of the accountability associated with delivery of DSS Funded ER services</p> <p>Support CCVT Agencies to identify and raise service gaps in their local areas with recommendations on possible solutions</p> <p>Design implement and monitor comprehensive CCVT “common” Financial Management framework and reporting structure to:-</p> <ul style="list-style-type: none"> - Ensure all CCVT ER sites operate within budget and expend all DSS ER funds within funding periods - Have auditable evidence of ethical distribution of DSS ER allocated funding <p>Conduct performance reviews (practice and performance audits) every six months across all CCVT ER sites</p>
People	<p>Support CCVT Agencies to build and develop teams based on sound employment practices and underpinned by continuing professional development opportunities</p> <p>Promote and encourage CCVT Agencies to develop staff through training and educational opportunities</p> <p>Support CCVT Agencies (and management teams at individual ER sites) to lead and drive individual and team performance to achieve key ER deliverables</p> <p>Support CCVT Agencies to develop and support staff to identify issues of social justice within local and broader communities focusing on vulnerable and disadvantaged families identified through an holistic understanding of the nature of disadvantage and its impact</p> <p>Develop a structured training program for staff and volunteers to support best practice ER delivery (training to include Support staff members in management of difficult clients and volatile presentations)</p> <p>Ensure a culture mindful of health & safety at all times</p>
Implementation of relevant legislation, practice and policy	<p>Support CCVT Agencies to ensure staff members adhere to organisational policies & procedures developed by CatholicCare to reflect external legislative requirements</p>

KEY RESULT AREA	ACCOUNTABILITY
Reporting and contract management	In liaison with the Director of Operations, develop a CCVT ER operational plan to be included in CatholicCare's Strategic Plan
	Contribute ER expertise to support proposals for program development and expansion based on CatholicCare's broader contract management focus
	Monitor all CCVT ER sites to ensure all relevant clients and program data is captured and entered into Penelope within the designated reporting periods
	Have a comprehensive knowledge of all aspects of the DSS ER Activity contractual requirements and all associated reporting criteria
	Implement a common financial management reporting structure across all CCVT Agencies to ensure (in collaboration with all CCVT Agency Finance Depts) to manage financial contract compliance in relation to DSS ER funding for client services
Quality and planning	Actively promote and undertake quality improvement and strategic planning processes to support all CCVT Agencies to deliver quality ER services
	Develop a model of practice to support regular collection of client and stakeholders' feedback on ER services to inform and improve practice
	Undertake 6 monthly program of program delivery audits of all CCVT sites (desktop and rotation of site visits) for reporting and continuance of quality improvement purposes
	Contribute to the updating of CatholicCare's policies and procedures
Collaboration and Stakeholder Management	Represent CCVT at any ER specific DSS Meetings/advisory panels and/or any local Community Advisory committees or Networks
	Support CCVT Agencies and Specific ER site Managers to expand their involvement in local Provider Networks and concurrently to identify opportunities for partnerships and undertake follow-up as necessary
General	Other job related duties as assigned

KEY SELECTION CRITERIA

Qualifications

Essential:

- Relevant higher education or vocational qualification in social work, allied health, welfare, community development

Desirable:

- Demonstrated awareness and understanding of social justice, issues facing clients and respect for clients who are vulnerable and in crisis

Experience

- Strong track record in the Management of ER Services
- Extensive knowledge and experience in DSS ER Contractual delivery and reporting requirements
- Demonstrated knowledge of all mandatory reporting requirements as appropriate

Competencies

- Demonstrated leadership skills, in particular experience in leading and managing people to achieve desired outcomes
- Demonstrated ability to manage and support the establishment and maintenance of multi-site ER delivery models built on common quality standards and consistency of client service delivery
- Excellent communication skills – ability to liaise, constructively negotiate and problem solve with all relevant stakeholders
- Excellent analytical, written and oral presentation skills, including:
 - high level of numeracy (financial literacy) to enable competency in developing financial management framework and interrogating service performance data, financial budgets and reports and quality measures
 - report and other forms of technical writing for operational reporting and acquittals, funding applications and standard ‘business’ communications
 - computer literacy (including ability to use MS Word, Outlook, and extensive expertise in Excel
 - Ability to become competent in usage of CCAM’s Penelope database applications
- Demonstrated understanding of the principles of diversity, privacy, equity and occupational health & safety

Personal qualities and attributes

- Ability to work effectively in, and contribute to, a positive and productive team environment
- Commitment to the values of CatholicCare
- Ability to work collaboratively within a professional environment, and to cooperate to achieve organizational objectives and program specific outcomes
- English language proficiency in both written and spoken English
- Well-developed interpersonal skills, including culturally sensitive practice, and the ability to represent CCVT ER Services in all forums and to all stakeholders
- Ability to work independently and to plan and organize activities according to priorities and established deadlines

Other requirements

- Victorian Driver’s Licence
- Current Australia Wide Police Check
- International Police check (if you have lived overseas for 12 months continuously in the past 10 years)
- Current Working with Children Card
- Willingness to work flexible hours as determined by the demands of the position, including after hours and weekend work

JOB CONDITIONS

Conditions of Employment are in accordance with the Centacare Catholic Family Services (CCFS) Employment Agreement 2008. CCFS changed its name to CatholicCare on 4 April 2011, but the Centacare Catholic Family Services Employment Agreement 2008 endures until it is re-negotiated and updated.

CatholicCare has Public Benevolent Institution tax status; our employees can reduce their taxable income through salary packaging and thereby increase their take-home salary.

All staff employed by CatholicCare are expected to perform their work in a manner consistent with the mission and practice framework of the organisation.

There may be occasions when overtime is necessary to complete tasks; however, this is not the norm.