



POSITION DESCRIPTION

Position title:	Manager New Arrival and Intercultural Programs
Time fraction	Full Time: 37.5 hours per week
Position holder:	
Position reports to:	Senior Manager South, East & School’s Unit
Program:	New Arrival and Intercultural Programs
Location:	Principally Dandenong, Footscray, Epping and Eltham with travel to other locations as required

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}

POSITION PURPOSE

The Manager New Arrival and Intercultural Programs has both operational and strategic responsibilities. The position will have oversight of the 4 principal SETS sites in Melbourne, manage the Asylum Seeker Support Program, Settlement Services and Green Patch Program. The objectives of the role are to:

- Provide leadership in the development of CatholicCare’s New Arrival and Intercultural Programs and manage the delivery of such programs
- Be a subject matter expert and provide leadership within CatholicCare for new arrival and intercultural strategies within other programs and for advocacy in relation to new arrivals and intercultural aspects of broader social inclusion and cohesion.

A vehicle will be provided for the incumbent, consistent with standard practice.

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	INDICATORS
<p>Clients and outcomes.</p>	<p><i>Establishing and developing the required system, processes and practices to deliver, coordinate and market individual and group based SETS support including low and medium intensity case-management and youth outreach that assist clients to achieve relevant prioritised outcomes within the National Settlement Outcomes Framework</i></p> <p>Ensuring the maintenance of client information records in an accurate and timely manner maintaining principles of confidentiality and privacy according to legal and agency standards</p> <p>Ensuring that the activities and programs are sensitive to the issues pertaining to diversity of gender, race, religion and culture</p> <p>Designing and developing group information programs on key settlement related topics (education, housing, employment, social recreation, financial literacy, parenting issues, legal, emergency services, etc)</p> <p>Conducting community and service providers' forums and information to market CCAM SETS Clients services and work with SETS Capacity Building funded agencies to address broader capacity building issues in the community or in other sectors</p> <p>Working with and providing consultation for the Refugee Dads and kids camps to support through a cultural lens</p> <p>Ensuring the Green Patch Program in Melton is meeting the funding and site based needs</p> <p>Ensuring the Asylum Seeker Support Program is meeting the funding and partnership requirements</p> <p>Maintaining a small caseload of settlement support cases</p>	<p>Establishment of outlets as per business plans</p> <p>Client data – throughput, types of caseload, key impact metrics including SCORE indicators</p> <p>Group data - attendances, achieved impacts including SCORE indicators</p> <p>Client file audit results</p> <p>Maintains a framework of systems and practices for diversity</p> <p>Developed materials</p> <p>Allocated responsibilities in the team for client information resources and training materials</p> <p>Participation in local service sector forums Talks and presentations provided to promote CCAM SETS Client Services. Groups are evolved</p> <p>Older more established groups become independent of CCAM</p> <p>Quality and risk management to support viability</p> <p>Maintaining current housing stock and funding opportunity growth</p> <p>1-2 cases only</p>

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
<p>People and Team.</p>	<p><i>Managing and leading a staff team that delivers services and projects within the ambit of the program through:</i></p> <ul style="list-style-type: none"> • <i>recruitment,</i> • <i>supervision,</i> • <i>team structure,</i> • <i>performance management & development including practice improvement and training</i> • <i>safety and wellbeing</i> <p>Areas for emphasis: Ensuring the team are supported in a safe work environment and appropriately supported, trained and developed in line with Human Resource and Occupational Health & Safety policies and CatholicCare guidelines</p> <p>Monitoring workloads, staff wellbeing and contributing to annual staff appraisals</p> <p>Ensuring each team member has a documented work program aimed at delivering effective settlement outcomes and /or other intercultural projects and internal support work</p> <p>Communicating clearly with the team to ensure a clear direction for the development of services in line with the mandated funding requirements</p> <p>Providing opportunities for team members to contribute through regular team meetings and service planning</p>	<p>Position vacancies do not exceed agreed thresholds</p> <p>Staff complete CCAM induction program and local program and site orientation within CCAM parameters</p> <p>Measures including incident and near miss and time lost to injury do not exceed agreed CCAM thresholds</p> <p>Supervision (performance development meetings and annual appraisals of the Manager and their staff are completed to required CCAM thresholds using appropriate tools</p> <p>Annual training needs analysis performed, training plan developed and included in business plan and budget</p> <p>Sets targets and monitors performance against agreed program metrics in relation to the individual support and group activities to be allocated amongst team members</p> <p>A major work program will be agreed bi-annually and a shorter -work program reviewed at each team member’s supervision session</p> <p>A clear map is maintained of team meetings, their schedules and terms of reference</p> <p>All meetings have agenda, minutes and action items records</p> <p>Biannual team planning days are scheduled</p>
<p>Resources and finances.</p>	<p><i>In partnership with the Senior Manager, developing, overseeing and managing the program’s budget to ensure the ongoing viability of the program</i></p> <p><i>Ensures stewardship of CCAM resources within delegated authorities</i></p> <p>Areas for emphasis: In conjunction with the Senior Manager and the Finance Department, developing annual budget aligned to the business plan for the program</p> <p>Reviewing monthly financial reports and provide account for variations from budget</p>	<p>Completes allocated budget preparation tasks to the internal timetable</p> <p>Provides account in monthly report for monthly variations</p>

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
	<p>Managing both unplanned expenditure variations whether these give rise to over or under expenditure</p> <p>Ensuring that expenditures and authorisations (e.g. timesheets) occur within CCAMs delegated authorities (and controls)</p>	<p>Articulates strategies to manage expenditure variations to return within CCAM budget parameters</p> <p>Internal audit findings on authorisations within delegated authorities and controls (e.g. double authorisations)</p>
<p>Compliance and reporting</p>	<p><i>Accountability and reporting within CatholicCare for the program and, when required, to significant funders including philanthropy partners and government</i></p> <p>Areas for emphasis: Ensuring the program adhere to relevant contracts particularly SETS with CatholicCare Victoria Tasmania (CCVT)</p> <p>Regular liaison and leadership role with CatholicCare Tasmania with regard to the CCVT contract with SETS. Regularly liaison with the CCVT contract manager and DSS representatives. Ensuring all documentation and case recording is accurate and timely. This includes, but is not limited to, all data collection, reporting requirements, program files, program reports, statistics and work analysis</p> <p>Providing reports to management on all levels as required</p>	<p>Maintains a tracking schedule or timetable for all internal and external reporting and acquittals and completes these to meet scheduled dates</p> <p>Team is compliant with use of enterprise client information management system – Penelope with CCAM audit parameters and agreement conditions of funding bodies such as Commonwealth DSS</p> <p>Client file audits return results within accepted CCAM parameters</p> <p>Prepares written briefings, reports and presentations in appropriate formats with attention to layout, clarity, conciseness, and appropriate corporate and business branding and version control</p> <p>Maintains reports and other documentation/data in readily retrievable and logically organized file structure or library maintained centrally on CCAM's Information Management system and relevant CCAM file storage resources</p>
<p>Relationships & collaboration</p>	<p><i>Developing and maintaining internal and external stakeholder and partner relations and network participation to:</i></p> <p><i>enhanced outcomes for clients including through the recruitment of community partners and volunteers engagement in advocacy</i></p> <p><i>promoting CatholicCare's leadership in new arrival and intercultural work</i></p> <p><i>Providing expertise and support to other CatholicCare programs and projects in relation to new arrivals and intercultural work</i></p> <p><i>Leading on the development and implementation of CCAM's Cultural Diversity Framework</i></p> <p>Areas for emphasis:</p>	<p>Maintains a stakeholder grid of key stakeholder, their contact details, summary of purpose of the relationship, and governing instruments such as MoU or other agreement correspondence</p> <p>Ensures specific team members are delegated relevant responsibilities for selective involvement in regional and statewide networks and forums including the Commonwealth's SETS Communities of Practice</p> <p>Manages involvement of the team to limit over-involvement in 'non-core' networks and forums</p> <p>Reports significant stakeholder liaisons and network meetings in the monthly report</p>

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	<p>Developing effective communication with community stakeholders and maintain effective engagement with newly emerging communities of refugee and humanitarian entrants</p> <p>Representing CatholicCare in a professional manner and act as a conduit of information flow between external and internal service providers</p> <p>Liaising with other service deliverers and with client communities to ensure the effectiveness of services delivered</p>	<p>Negotiates selective new partnerships for purposes including:</p> <ul style="list-style-type: none"> • service referral pathways and related strategies to improve client outcomes • opportunities for communities to integrate new arrivals and ‘naturalistic’ inclusion • sector coordination • advocacy <p>Establishes regional CCAM SETS Implementation Reference Groups including consumer and relevant community representatives</p> <p><i>By negotiation: Advice provided subject to scale and scope of resource and requests</i></p> <p><i>Suggested: Oversight for developing and implementing Cultural Diversity Framework</i></p>
(Quality & planning	<p>Actively promote and undertake quality improvement activities</p> <p>Ensure a culture mindful of risk management, health & safety at all times</p> <p><i>Identifying, reporting, monitoring and managing risks and improving service quality, performance and outcomes working with the Senior Manager, and CatholicCare Corporate Services managers responsible for risk, quality, compliance, occupational health and safety, practice governance, research & evaluation</i></p> <p>Areas for emphasis:</p> <p>Participating in the evaluation of group/program activities</p> <p>Contributing to ongoing organisation-wide Quality Improvement as required and lead on Quality Improvement monitoring and projects and focussed on the New Arrival and Intercultural Team</p>	<p>Maintain and develop personal knowledge in area of expertise</p> <p>Compliance with CatholicCare’s Risk Management & OH&S policies, procedures & legislative requirements</p> <p>All incidents and near misses captured in enterprise risk management system</p> <p>OH&S is on agenda of program-level operations meetings and/or separate OH&S meeting according to CCAM OH&S Framework</p> <p>Short and long term risk mitigation and management initiated or implemented according to risk rating</p> <p>All required audits and journals completed for organisation or division quality reviews</p>
Strategy and innovation:	<p><i>Working with the Senior Manager, team and other relevant internal and external stakeholders, continue to evolve the program, navigate obstacles and changes to the environment and turn opportunities into business initiatives that grow the scale, scope or quality of the work carried out by the team</i></p> <p>Areas for emphasis:</p>	<p>Annual Program business plan developed</p> <p>Participates and contributes to organisation or division strategic and business planning</p>

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	<p>Setting key priorities for the program over the short, medium and longer term</p> <p>Evolving existing elements of the previous Settlement Services Funded programs to make way for newer groups of recent arrivals and to avoid creating dependencies between the funded programs and specific groups</p> <p>Developing new solutions to old or intransigent issues of demand management (over or under)</p> <p>Identifies philanthropic and government funding sources for new initiatives that evolve the program</p>	<p>Develops strategies to address strategic risk issues</p> <p>Older established groups operate independently of CCAM staff resources</p> <p>New groups established</p> <p>Evidence of groups refreshing is evident in Penelope data</p> <p>Funding applications/ tender processes entered into/successful</p>
<p>Personal performance management.</p>	<p>Manages self and performance in the Manager role and to the expectations of a professional and ethical manager demonstrating CatholicCare values especially the value of 'Responsibility'</p> <p>Areas for emphasis: Participating in supervision meetings and professional development opportunities</p> <p>Manages time effectively</p> <p>Maintaining appropriate professional boundaries to ensure sound judgement and actions</p> <p>Applying a process for making difficult decisions that involve trade-offs or dilemmas after consulting, seeking advice and/or documenting options, risks and impacts</p>	<p>Participates in scheduled supervision and professional development meetings</p> <p>Learns from mistakes and failures</p> <p>Accepts counsel with good grace and is able to reflect on challenges</p> <p>Seeks professional support when advised</p> <p>Uses appropriate tools and approaches to manage time</p> <p>Maintains accountable diary transparent to Senior Manager and Executive Assistant with appropriate visibility and read/write settings</p> <p>Flags risks of critical deadlines not able to be met in timely manner</p> <p>Reallocates priorities when required</p> <p>Acts ethically and wisely</p> <p>Makes decisions</p>

KEY RESULT AREA	ACCOUNTABILITY	INDICATORS
Other duties	<p>Dandenong site responsibilities as required and directed</p> <p>Ensure administration staffing resources and systems are managed to best meet the needs of all programs and work sites in the South East area</p> <p>Other duties, consistent with the position, as required and directed</p>	

KEY SELECTION CRITERIA

Qualifications

Essential:

- Relevant higher education or vocational qualification in social work, allied health, welfare, community development, health promotion, education including adult education or other relevant area of health, community and social sciences.

Desirable:

- Relevant higher education or vocational qualification in management, administration, frontline management and supervision including coursework undertaking within a range of health, community and social sciences post graduate qualifications, or other non-accredited training.

Experience

- Minimum three years significant experience managing staff engaged in health and human services case work and other community development, behaviour change or education activities.

Competencies

- Demonstrated leadership skills, in particular experience in leading and managing people to achieve desired outcomes
- Knowledge and understanding of the settlement needs and issues for refugees, asylum seekers and humanitarian entrants
- Demonstrated ability to support inter-cultural capability in a health /human services setting.
- Understanding and commitment to the principles of individual capacity building, including working with the newly arrived communities to identify gaps and develop effective settlement programs,
- Demonstrated skills and experience in working in a cross-cultural environment
- A range of assessment, intervention and interaction skills including demonstrated ability to deliver case management services to members of recently-arrived communities and demonstrated skills in developing and delivering group programs.
- Demonstrated ability to liaise across service providers (government & non-government) at both casework and program development levels and the ability to negotiate for the development and delivery of services which more effectively engage with newly arrived communities
- Excellent communication skills – ability to liaise, constructively negotiate and problem solve with all relevant stakeholders

- A commitment to equity, social justice and increased access to community resources for refugees and humanitarian entrants and demonstrated experience with individual and systemic advocacy
- Excellent analytical, written and oral presentation skills, including:
 - Intermediate level of numeracy to enable understanding of client profile and 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 Excel and to learn how to use CCAM's Penelope database applications).
- Demonstrated understanding of the principles of diversity, privacy, equity and occupational health & safety
- Fluency in a relevant community language will be highly regarded.

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 team objectives and deliver team work outcomes
- English language proficiency in both written and spoken English
- Well-developed interpersonal skills, including culturally sensitive practice, and the ability to represent CatholicCare and the Refugee Services to all stakeholders
- Ability to work independently and to plan and organize activities according to priorities and established deadlines

Other requirements

- A Victorian Driver's Licence
- A current Australia Wide Police Check
- A current Police Check assessment, and International Police check (if you have lived overseas for 12 months continuously in the past 10 years).
- A 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 SCOPE

Roles reporting to this position:	<ul style="list-style-type: none"> • Qualified and unqualified support workers, casual group work facilitators/coordinators, volunteers • Dandenong Administration staff
Key stakeholders – internal:	<ul style="list-style-type: none"> • CatholicCare Refugee Services Staff, AOD CALD Staff, Pastoral care Coordination of Asylum Seeker Support • Managers of Refugee Dads and kids camps, AOD CALD work, and Green Patch Program • Senior Manager, South, East & School’s Unit • Administration and CatholicCare Staff
Key stakeholders – external:	<ul style="list-style-type: none"> • Significant client base contact within the newly emerging communities from the refugee and humanitarian entrant backgrounds; other service providers; local, state & federal government agencies • Philanthropic Funders and other funding partners
Budgetary accountability:	<ul style="list-style-type: none"> • SETS, Asylum Seeker Support Program, Settlement Services and Green Patch Melton Budgets
Confidentiality of information:	<ul style="list-style-type: none"> • High

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.

SIGNATURES

Employee:	Date:
Senior Manager/Director:	Date:
Director Human Resources:	Date: