



Dear Applicant

RE: Employment at Central Coast Family Support Services

Thank you for your interest in becoming a part of the Central Coast Family Support Services team. Our programs work with families to provide practical support and skill development in both the home environment and community facilities to enhance family functioning and build skills and knowledge. This service type targets families with children where presenting problems, if left unattended, would likely escalate to the point where they may enter the child protection system.

We encourage you to read through the position description, selection criteria and cover letter which outlines the application process and skills and experience we are seeking in this position.

Please note that all applications should be emailed directly to ccfss@ccfss.com.au by the advertised closing date. Applications will not be considered after this date. If you have any enquiries please do not hesitate to Deborah Durrington on 43401585.

Your application must address how you meet the specific criteria of the position listed in this application package. Your responses to these criteria will be used to assess your suitability of interview. We may select applicants suitable for appointment to future positions within the organisation.

We appreciate your time and effort in applying for this position and your interest in Central Coast Family Support Services. In this instance only short listed applicants will be notified.

Regards,

A handwritten signature in black ink, appearing to be 'Amber Gunn'.

Amber Gunn
Executive Officer



11 June 2019

Thank you for your interest in the position of Operations Manager within the Central Coast Family Support Services Inc team. This leadership role is a recently created position within our organisation at a time of change and opportunity.

The core responsibilities of the position are outlined in the attached position description. We encourage you to address each of the selection criteria to demonstrate the skills, experience and qualification you possess to succeed in this role. The Operations Manager will work closely with the Executive Officer in managing a team of approximately 20 workers delivering a variety of services across the region. This position has been created during a time of change and provides for great scope and opportunity for the Operations Manager to further develop programs in innovative ways.

This position is 28 hours per week however will require some flexibility in work days. As an employer, we offer flexible work practices with generous professional development opportunities. External supervision is provided on a regular basis to support the clinical aspect of the work.

We encourage those who have a demonstrated ability and excellent understanding of the core complexities in working with vulnerable families across the continuum from early intervention family work to intensive case management where significant risk factors to children and young people are present. Our focus is on improving the lives of children, young people and families and creating opportunity for change and growth within our community.

Applications for this position close on 8 July. If you would like further information about aspects of this position, please contact Deborah Durrington on 0243 401585 or email deborah@ccfss.com.au.

A handwritten signature in black ink, appearing to read 'Amber Gunn'.

Amber Gunn
Executive Officer

**CENTRAL COAST FAMILY SUPPORT SERVICES INC****Operations Manager POSITION DESCRIPTION****VISION STATEMENT:**

Central Coast Family Support Services Inc. (CCFSS) is committed to a safe and just world in which difference is respected, learning is reciprocal and everyone has the opportunity to reach their full potential.

POSITION:	Operations Manager
STATUS:	28 hours per week (flexible)
LOCATION:	Kariong NSW
DATE:	July 2019

OVERVIEW

Central Coast Family Support Services Inc. (CCFSS) currently delivers a broad range of services for families with children up to the age of 12 years, very young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability. The organisation also facilitates psycho educational evidenced based group work programs; small community events; educational workshops and/or training and community building activities. Outreach services are delivered across the Central Coast region.

Role Purpose

Operations Manager

The position will work within delegated authority and oversee the effective operations of Central Coast Family Support Services relating to human resources, best practice service delivery, program reporting and the development of operational work plans.

The operational manager is required to operate independently, and manage a team of practitioners in their day to day delivery of services to clients across the Central Coast region. Reporting to the Executive Officer, this position's primary responsibility is to provide organisational leadership to ensure effectiveness and efficiency across all operational functions.

The position will work closely with the Executive Officer and ensure the provision of a range of high quality responsive services through appropriate policy and program development, supervision, support, professional development and staff appraisal systems.

The operations manager will be responsible for the provision of effective leadership and guidance to foster a flourishing workplace culture that promotes the mission and vision of CCFSS as a long standing not for profit service provider.

Duties and responsibilities

Coordination and Leadership - Manage and monitor service delivery, outcomes and evaluation processes and implementation of CCFSS's organisational vision and mission. Implementation of high quality services in line with policy, systems and processes including operational data collection for research and statistics, reporting and evaluation and administrative processes. The Operations Manager will be responsible for ensuring individual project's/program's design and objectives are met, to ensure the long-term sustainability and viability of the organisation. Lead teams and foster strong collegial relationships to strive for service excellence.

Practice Support - Set and achieve outcomes across a variety of programs and ensure that the provision of service delivery by staff is of high quality and delivered within the scope of organisational priorities. Facilitate high quality clinical supervision and support staff in identifying and managing concerns for child safety, welfare and wellbeing. Formulate training and skill development plans for frontline staff and monitor the effectiveness of the CCFSS framework for practice. Monitor the adherence to policy, procedures and best practice service delivery. Oversee and lead a well-functioning, harmonious and productive team environment, utilising coaching and team-building processes.

Project Management - Manage projects of varying scopes involving the planning, direction, control and evaluations of operations including providing analysis and interpretation. Establish and build strong relationships with relevant community stakeholders in the promotion and planning of the work of CCFSS. Support project teams to deliver organisational activities and outcomes within the scope of available human and financial resources.

Human Resources – Working with the Executive Officer, plan the use of human resources and assist in recruitment and placement of required staff whilst managing all aspects of induction, supervision, performance appraisal and evaluation. Assist with overseeing the recording, reviewing and reporting of incidents involving staff, clients, and visitors within the service and where necessary take action to reduce risk. Ensure there are regular opportunities for team building, communication, program and policy development through team meetings and other means as appropriate.

Communication - Monitor, manage and improve the efficiency of support services including Information Technology, Human Resources, and administrative processes and facilitate coordination and communication between functions of the organisation. Liaise with key stakeholders across the Central Coast region and develop appropriate working relationships and partnerships on behalf of the organisation.

Planning and Development - Liaise with the Executive Officer and assist in the development of an integrated range of services for operational activity. Implement and manage operational work plans; continuous quality improvement, risk management frameworks and compliance mechanisms to support the work of the organisation. Assist in building organisational capacity by identifying funding sources, coordinating and writing funding applications. Ensure sound service delivery systems, processes and practices are in place. Identify how policy and practice can be improved and implement change and innovation.

Reporting – Monitor and manage reporting systems and ensure requirements are met in an accurate and timely manner including online data reporting, contract acquittal requirements, project compliance within budgets and regular reports to funding bodies. Provide reports to the Executive Officer as required and take responsibility for the monitoring and review of program expenditure.

Development – Work closely with the Executive Officer and team leaders to implement organisational strategic plans. Manage and co-ordinate the work of team leaders with a focus on further development of the frontline work of the organisation. Actively work in partnership with diverse communities and ensure the CCFSS workplace is committed to inclusive practice with vulnerable and disadvantaged minority groups. Keep abreast of relevant theoretical, legislative and policy developments and foster a learning culture within the organisation.

Other key requirements – Must have own comprehensively insured vehicle and be capable of driving short and/or long distances, in all traffic and weather conditions and across different geographic locations, as required. Manage demanding and changing workloads where there may be competing priorities. Ability to work flexible days/hours to ensure availability to frontline staff. Occasional weekend work and/or overnight stays will be required. Other duties as directed.



Operations Manager **SELECTION CRITERIA**

Qualifications:

- Degree in social work or psychology (or similar); Masters level qualifications preferred
- Substantial (5 plus years) leadership experience and expertise in operational management where this relates to working with children and young people and their families.

Essential Selection Criteria:

1. Demonstrated high level ability to lead and manage people; develop and maintain motivated, professional and effective work teams in a diverse work environment.
2. Demonstrated high level ability in establishing and maintaining strategic partnerships, and achieving identified outcomes.
3. Demonstrated experience and understanding of issues affecting traumatised and disadvantaged children and young people, their families and communities.
4. Demonstrated ability to provide clinical supervision with frontline staff whilst driving a culture of openness, reflection and productivity by modelling this in your own leadership.
5. Demonstrated effectiveness in managing a diverse portfolio of work activities, juggling priorities and meeting deadlines.
6. Demonstrated excellence in working with Aboriginal people, families and organisations and planning, delivering and evaluating services in a culturally competent manner.
7. Solid knowledge and understanding of the continuum of service provision across the child and family sector.
8. Proven ability to manage projects and develop, deliver, monitor and evaluate services
9. A current drivers licence and ability to travel to meet the operational needs of the organisation.