

PRACTICE MANAGER

Established in 1985, we are a not-for-profit community based service supporting families on the Central Coast of NSW.

About Us

Established in 1985, we are a not - for - profit community based service supporting families on the Central Coast NSW. Working together with our community, we deliver services through partnerships with local organisations and government to fulfil our Vision and Mission.

We deliver a broad range of services for families, young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability.

The organisation also facilitates psycho educational evidenced based course work programs; activities, small community events; educational workshops and/or training and community building. Outreach services are delivered across the Central Coast region.

Our Vision

We are committed to providing safe and inclusive support to empower families in our local community to thrive.

Our Mission

Through education, advocacy and community connection we provide sustainable, flexible and strengths-based support which values every family's unique story.

Our Values

- Safety
- Compassion
- Integrity
- Collaborative Learning



POSITION DESCRIPTION PRACTICE MANAGER

POSITION	Practice Manager
FTE	28 to 35 Hours per week (flexible)
AWARD	Level 6 SCHADS Award
LOCATION	Kariong, NSW
DATE	19 June 2025
REPORTING TO	Executive Officer

1. ROLE PURPOSE

The Practice Manager operates with delegated authority and is responsible for providing high-level practice support and leadership within the casework team, ensuring there is consistency in systems and processes that comply with organisational policy and procedures to ensure effective and efficient services to optimise outcomes for children and families.

The Practice Manager will perform with a high level of professional knowledge, exercise substantial professional judgement and undertake work of significant scope, within the operation of the position. In addition will work closely with the leadership team ensuring the provision of a range of high quality responsive services including policy oversight, supervision, support, program development, professional development and staff appraisal systems and will develop, assist and lead the implementation of practice related initiatives in conjunction with the Executive Officer and Community Programs Manager.

2. ROLE COMPETENCIES

Strong communication: Clearly and effectively, communicate goals, and action items to align teams to changing processes that seek improvement in child and family practice. Demonstrates an ability to manage, mitigate, and report against identified child protection risks or other identified hazards to staff wellbeing.

Problem solving skills: Demonstrated ability to analyse presenting issues, identify solutions, and prioritise appropriate strategies that achieve solid outcomes. Utilise your problem-solving skills to respond to the needs of children and families to promote wellbeing and family functioning.

Practice knowledge: Demonstrated experience applying assessment tools to identify support needs; problem solving skills to respond to the needs of children and young people's wellbeing, whilst leading practice that is strengths-based, trauma-informed and family-focused.

Professionalism: Maintain steady composure in the face of adversity including role modelling an accountable and ethical demeanor within the organisation together with demonstrating and encouraging lifelong learning.

Resilience: Demonstrate agility, flexibility, and resilience in the face of change and experience in and guiding teams to adopt these qualities. High level of resilience and an understanding of how to manage, recognise and influence the emotions of those around them.

Strategic thinking: Ability to provide perspective, data analysis skills, and strong communication skills that displays confidence when dealing with people, with well-developed communication skills encouraging others to seek positive change.

Stakeholders and partnerships - Build professional relationships with key stakeholders and staff by fostering collaborative and productive internal and external working relationships that demonstrate high standards of professional behaviour.

3. KEY RESULT AREAS AND RESPONSIBILITIES

Key Result Areas	Responsibilities
Coordination and Leadership	<p>Manage and monitor child and family service delivery, allocations, outcomes and evaluation processes and implementation of CCFSS's vision and mission.</p> <p>Coordinate high quality services in line with policy, systems and processes including data collection, reporting and evaluation.</p> <p>Active leadership with responsibility for ensuring case management goals are achieved, ensuring the continuance of excellent service provision of the organisation.</p> <p>Provide an inspiring and visionary leadership style that will motivate staff, and foster strong collegial relationships to strive for service excellence.</p>
Practice Support	<p>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.</p> <p>Facilitate high quality clinical supervision and support staff in identifying goals and managing concerns for child safety, welfare and wellbeing.</p> <p>Formulate training and skill development plans for frontline staff and monitor the effectiveness of the CCFSS framework for practice. Support staff to provide trauma informed, strengths based and child centered practice.</p> <p>Allocate clients and monitor workloads and staff adherence to organisational policy, procedures and best practice service delivery.</p> <p>Oversee and lead a well-functioning, harmonious and productive team environment, utilising coaching and team-building activities.</p>
Human Resources	<p>Working with the Executive Officer, plan the use of human resources and assist in recruitment and placement of casework staff whilst managing all aspects of their induction, supervision, and performance appraisal.</p> <p>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.</p> <p>Manage all day-to-day frontline services of your casework team whilst considering broader workforce capacity building activities.</p>
Communication	<p>Work with the leadership team to monitor, manage and improve the efficiency of services including Information Technology, Human Resources, and administrative processes and facilitate coordination and communication between functions of the organisation.</p> <p>Liaise with key stakeholders across the Central Coast region and develop appropriate working relationships and partnerships on behalf of the organisation.</p> <p>Ensure there are regular opportunities for cross team communication, program and policy development through team meetings and other means as appropriate.</p> <p>Provide written reports/information for the purposes of marketing and promotion as requested.</p>
Planning and Development	<p>Liaise with the Executive Officer and leadership team to assist in the development of an integrated range of services.</p> <p>Implement and manage operational work plans; continuous quality improvement, risk management frameworks and compliance mechanisms to support the work of the organisation.</p>

	<p>Assist in building organisational capacity by identifying partnership opportunities, coordinating and assist with the writing of funding/small grant applications.</p> <p>Ensure integrated service delivery systems, processes and practices are in place. Identify practice improvement strategies and implement change and innovation plans.</p>
Reporting and Development	<p>Oversee all casework reporting and associated reporting systems ensuring requirements are met in an accurate and timely manner.</p> <p>Provide regular verbal and writing reports to the Executive Officer in relation to client outcomes, waitlists and integrated family support activities. Provide monthly written reports on casework outcomes and outputs to the Executive Officer and/or CCFSS Board and on the achievements of caseworkers.</p> <p>Actively work in partnership with diverse communities and ensure the CCFSS workplace is committed to inclusive practice with vulnerable and disadvantaged minority groups.</p> <p>Keep abreast of relevant theoretical, legislative and policy developments and foster a learning culture within the organisation.</p>
Other	<p>Must have own comprehensively insured vehicle and be capable of driving in a range of conditions. Ability to be flexible around work hours to ensure availability to frontline staff. Occasional weekend work and/or overnight stays (optional) may be required for events.</p>

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

CCFSS is committed to equity and equality for consumers and employees, building diverse and inclusive services and work environments, where all peoples from Aboriginal and Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated.

4. ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Executive Officer
SUPERVISES:	Small team of caseworkers
INTERNAL RELATIONSHIPS:	All CCFSS team members and volunteers
EXTERNAL RELATIONSHIPS:	External service providers, Community, DCJ

CENTRAL COAST FAMILY SUPPORT SERVICES ORGANISATIONAL CHART



5. KEY SELECTION CRITERIA

Essential Qualifications and experience necessary

- Qualifications in the following areas: Bachelor level qualification or above in relevant field of study (e.g. Human Services, Social Work, Social Sciences, Psychology etc); and demonstrated experience of greater than five years leading teams within the Human Service sector.
- Comprehensive knowledge of child and family practice and implementing case management frameworks gained through experience and education. Knowledge of child safe practices and relevant statutory child protection requirements with a dedication to work within professional boundaries and with integrity.
- Excellent organisational skills including time management and the ability to prioritise competing tasks of varying complexity.
- Demonstrated understanding of clinical supervision models with experience delivering individual and group based supervision with staff (preferably in a child and family setting).
- Demonstrated high-level verbal and written communication skills including negotiation, problem solving, analytical and conflict resolution skills, including an ability to oversee reporting, case notes and general documentation of your team.
- Experience in the management and oversight of a designated project work area, ensuring quality family work, case management practice and standards are integrated and timely through the provision of supportive decision-making and/or case discussions.
- Skills in promoting and embedding professional practice by enabling flexible, culturally inclusive and holistic intervention methodologies that achieve successful outcomes
- Ensuring that assessment frameworks and evidence informed practice is used to develop and implement relevant, inclusive and accessible services to client groups
- Contributing to strategic leadership, business planning and review policies and frameworks associated with family work practices.
- Current NSW Working With Children's Check and Driver's Licence.

Desirable

- Accreditation in evidenced based parenting programs such as Triple P, Bringing Up Great Kids, 123 Magic and Emotion Coaching, Circle of Security.
- Experience and excellent understanding of the human service continuum currently operating across the Central Coast.

6. APPLICATION PROCESS

If you feel that you are suitably qualified and experienced for this position please provide the following in the application.

- A cover letter addressing how your skills and experience meet each of the essential criteria.
- An up-to-date resume.

These documents should be clearly marked "Position Application" along with the names of two professional referees, and emailed to: **ccfss@ccfss.com.au** or alternatively post your application to:

**Central Coast Family Support Services Inc.
PO BOX 7125, Kariong, 2250**

Closing date for applications is **Sunday 20 July 2025 at 11:59pm**. Applications may be screened before the closing date with suitable applicants invited for interviews from Wednesday 30 July 2025. Only successful applicants will be contacted for an interview. Enquiries or a confidential discussion about the position may be directed to Sarah Grey or Nicole Fiatarone on 4340 1585 or **ccfss@ccfss.com.au**

Persons of Australian Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not have the essential qualification, may apply for and be considered for this position. CCFSS employs staff reflective of the diverse communities we work with. We welcome and encourage applications from all backgrounds, ages, and identities, and are happy to adjust our recruitment process to support accessibility needs.