



Senior Manager Quality and Learning – Tweed Heads

Application package

Thank you for your interest in applying for the Senior Manager Quality and Learning with The Family Centre.

The position description is included below and additional information about our organisation may be found on our website at www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description;
- Include a detailed resume with education & employment history; and
- Provide two referees with current contact details.

Please note: applications not addressing the selection criteria will not be considered.

Please email applications to recruitment@thefamilycentre.org.au

Applications close 4.30pm 14 July 2020.

For further information regarding the position please contact:

David Boutkan

(07) 5524 8711 or davidb@thefamilycentre.org.au

David Boutkan

Executive Director

The Family Centre

Senior Manager

Position Title	Senior Manager Quality and Learning
Organisational Unit	Executive Group
Award	SCHCADS
Award classification	Level 7
Capability framework	Level 4
Reports to	Executive Director
Appointment status	Permanent
Probationary period	6 months
Hours	Up to 35hrs pw
Base location	Tweed and Ballina offices

The Family Centre provides programs that encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: child and family, young people & family relationships.

Our activities include:

- Information, referral and goal planning
- skill development and education
- community engagement and development activities

Our values, practice principles and cultural elements inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

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|-----------------------------|--------------------------|---------------------------------|
| • improve relationships | <input type="checkbox"/> | increase personal effectiveness |
| • increase safety | <input type="checkbox"/> | increase connections |
| • increase parenting skills | <input type="checkbox"/> | increase community capability |
| • increase wellbeing | | |

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' License
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Key Relationships

Key internal relationships	Key external relationships
Directors Senior Manager Child, Youth & Family Services Manager Child & Family Services Youth & Family Services team Manager Connecting Home Manager Relationships Services Volunteer Coordinator Communications and Design Coordinator	Universities and TAFE Training organisations Community organisations Standards accreditation organisations Government departments and agencies

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
Quality assurance and standards accreditation	<ul style="list-style-type: none"> • Maintenance and review of business life cycles • Contribute to the high quality of our operations and the long-term success of our organisation • Manage the review and development of standards, policies and procedures • Facilitate immediate action on any issues with relevant staff • Manage the collection and analysis of quality data across TFC portfolios • Maintain records of quality reports, statistical reviews and other relevant documentation as required • Manage standards accreditation preparation and reviews • Manage the review and development of TFC Practice Framework
Learning and Workforce development	<ul style="list-style-type: none"> • Manage the review and development of TFC Workforce Development Plan, Competency Based Framework and Staff Training Plan • Maintain and develop staff position descriptions • Develop and implement effective staff learning strategies and programs • Analyse and evaluate team and organisational learning and development needs • In conjunction with the Executive Group (EG) and program managers, implement various agreed learning programs across the organisation • Design and deliver e-learning and face to face courses, workshops and training • Assess the success of outcome of development plans and help employees make the most of learning opportunities • Assist managers with the professional development of their team members in line with program requirements
Key Responsibilities	Focus Areas

Administration	<ul style="list-style-type: none"> Attend EG meetings and provide scheduled relevant reports Manage all projects within allocated budgets Contribute to TFC budget and other planning activities Oversee data integrity of various relevant TFC databases, including CORIS, DEX, IONMY, CIMS etc Maintain and submit administrative (eg time sheets and travel reimbursement claims) documentation in an accurate and timely manner Participate in organisational projects as negotiated with the ED, Directors and Managers Active role in delivery of Operational Plan Lead, manage, monitor and develop TFC compliance to identified standards, including compliance with funding requirements Other tasks at the direction of the Executive Director
Key Responsibilities	Focus Areas
Professional development	<ul style="list-style-type: none"> Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and participants Attend regular supervision and annual review sessions Adhere to all TFC standards, policies and procedures Attend training and development relevant to the position as negotiated with the ED Participate in approved professional development and staff meetings

Selection Criteria

Essential Selection Criteria	
1.	Degree in business administration, quality assurance, workforce development or related discipline as well as experience in a similar senior position
2.	Experience in project management, demonstrated skills and understanding of data analysis and evaluation processes
3.	Demonstrated ability to drive innovation, initiative and improvement of organisational processes & procedures
4.	Demonstrated ability in developing, delivering and evaluating workforce development programs
5.	Highly developed leadership and interpersonal skills. Ability to collaborate with a broad range of stakeholder groups
6.	High attention to detail and excellent organisational skills
7.	High level computer and database skills. Superior Microsoft Office skills
8.	High level written ability, including report & policy and procedure writing, funding submissions, memorandums of understanding, and training programs
9.	Proven ability to work independently and as part of a team
Desirable Selection Criteria	
1.	Experience working in a Human Services organisation

Capabilities

Minimum Standard National Training Framework	
1.	Degree in organisational administration or related discipline
Capabilities & Skills – level 4	
1.	<p>Community and inter-agency relations</p> <p>Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships</p>
	Networks and stakeholders, community, partnerships and collaboration, knowledge of community & social justice
2.	<p>Professionalism</p> <p>The skills associated with professional conduct, such as self-management, ethical behaviour, taking responsibility, problem-solving and initiative</p> <p>Time management, ethics, taking responsibility, problem solving, initiative and enterprise</p>
3.	<p>Communication</p> <p>All forms of communication, such as advocacy, negotiation, written and verbal communication, and interpersonal style</p> <p>Advocacy, written communication, verbal communication. Public speaking, presentation and interpersonal skills</p>
4.	<p>Leadership and teamwork</p> <p>Leadership and issues associated with working together, such as dealing with difference, conflict, shared goals and team morale</p> <p>United vision, strategic focus, team dynamics, conflict management & diversity/different styles</p>
5.	<p>Resources, assets and sustainability</p> <p>The effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability</p> <p>Revenue raising, financial management, procurement, equipment and assets & sustainability</p>
6.	<p>Service delivery</p> <p>Working with participants and members: it includes service delivery models, working with different types of participants/members, maintaining awareness of participant issues and ensuring participant dignity and confidentiality</p> <p>Reflective practice, knowledge of participant issues, participant outcomes, diversity, participant confidentiality and dignity</p>
7.	<p>Program management and policy development</p> <p>The management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p> <p>Policy development and implementation, program development, achieving results, contract management, complaints handling & continuous improvement</p>

8.	<p>Change and responsiveness</p> <p>Change management, and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovative work practices</p> <p>Change management, multi-skilling, creativity & innovation, technology and learning & development</p>
9.	<p>Governance and compliance</p> <p>Systems and processes to implement the strategic plan and the management of quality, risk, WHS and other legislative compliance</p> <p>Strategy, quality, risk management, WHS & legislation and compliance</p>
Attributes	
1.	<p>Determined</p> <p>Researches options and sets a clear path</p>
	<p>Deals with obstacles and impediments</p> <p>Has clear goals</p>
2.	<p>Self-disciplined</p> <p>Manages own time to achieve key outcomes</p> <p>Avoids distraction and diversions</p>
3.	<p>Analytical</p> <p>Reviews arguments and opinions before making judgement</p> <p>Presents clear and logical arguments</p> <p>Takes a systematic approach when building toward improvements</p>
4.	<p>Adaptable</p> <p>Adapts to changing circumstances in the workplace</p> <p>Prioritises work and addresses what is most important</p> <p>Takes advantage of new and emerging opportunities</p>
5.	<p>Resilient</p> <p>Recovers from setbacks</p> <p>Overcomes obstacles and impediments</p> <p>Learns from experience and identifies areas for self-development</p>
6.	<p>Inclusive</p> <p>Respects difference in all its forms</p> <p>Adapts language to aid communication</p> <p>Values diversity as a strength</p>
Compliance	
1.	Understands and complies with company policies and procedures
2.	Compliance with Working with Children Check and National Police Check Procedures. Notifying your supervisor of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check

3.	Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with supervisor
4.	Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, or impacts of trauma that may affect your ability to perform in your role
5.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures
7.	Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regularly
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Regularly
	Work at a computer or be in meetings for extended periods	Daily
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regularly
	Liaise with participants/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily

	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional
Manual Handling	Lift and carry items up to 15 kgs	Occasional