



## POSITION DESCRIPTION

### CRISIS ACCOMMODATION PROGRAM MANAGER

<b>Job title</b>	<b>Crisis Accommodation Program Manager (CAPM)</b>
<b>Reports to</b>	<b>Service Development Manager (SDM)</b>

#### **Our Organisation**

Whitsunday Counselling & Support Inc (WCS) provides a range of options to clients and the community aimed at reducing the impact and incidence of community, domestic, family, and sexual violence, abuse and harm in the Whitsunday region.

Core services include Supported Crisis Accommodation, Sexual Violence, DFV and Family Counselling Service, and other programs including intensive family support, court support and community education programs.

The organisation is governed by a Management Committee, drawn from the local community. Services/Programs are funded by the Department of Communities Child Safety & Disability Services, Department of Housing & Public Works, and the Commonwealth Department of Social Services. WCS operates from a central office in Cannonvale with outreach services in Bowen, Hamilton Island, and Proserpine.

#### **WCS Objectives**

- The provision of quality crisis accommodation, court support and case management services to women and children experiencing /escaping domestic violence.
- The provision of quality therapeutic interventions and support across the WCS Counselling Programs; focusing on domestic and sexual violence, and children / youth at risk of harm or neglect.
- To ensure referral, assessment, case management, living skills / personal development and general supports, accommodation, outreach and counselling services are accessible services to individuals / families.
- To ensure staff operate and maintain service delivery within relevant associated legal processes relating to domestic violence, sexual assault and child protection requirements.
- To ensure the provision of quality educational and awareness initiatives are delivered in the areas of domestic violence, sexual assault and prevention of harm to children/youth, to the wider local community (Community Development Programs).
- To ensure WCS works collaboratively with other agencies, aiming to provide a localised and holistic response to the needs of individuals / families within the community.
- To maintain and provide ongoing development of therapeutic skills, utilizing a trauma informed framework and strengths-based and solution-focused practices.
- To assess, identify and implement programs, when possible, to service the changing requirements of our region.



## Position Overview

The key objectives of the Crisis Accommodation Program Manager are to:

- Oversee the provision and delivery of therapeutic client centered case management for women and children/ young people escaping domestic and family violence and being accommodated by WCS
- Advocate, lead, implement and model agency and community-level initiatives.
- Lead a team in the case management models of trauma informed case management using Strength Based and Solutions Focused Practices.
- Develop and manage the child centered support program and worker for the children and young people accommodated at WCS.
- Oversee and administer the day-to-day running of the WCS Transitional Housing scheme.

## Duties and Responsibilities

Duties and responsibilities of this role are inclusive of, but not limited to, the following:

- Provide structured leadership to support the Service Delivery team ensuring the day to day management of the Crisis Accommodation.
- Lead and maintain the day-to-day operations of the Homelessness Service delivery programs
- Maintain internal integrated and collaborative practices for clients residing in WCS Crisis Accommodation
- Assist with the development and implementation of appropriate resources covering a range of issues relevant to individuals, children and families affected by domestic and sexual violence
- Contribute to leadership and strategy across WCS as a member of the Leadership team by :
  - Collecting the data analysis and reports that ensure the program is evaluated, effective and is operating within the current best practice standards.
  - Lead the team to follow Policy and Procedural requirements and assist in the review of these with the Management team.
  - Lead the induction of permanent, casual and volunteer staff in cooperation with the management team under the employment of WCS
  - Contributing to and being involved with the Organisations core community initiatives and education programs.
- Lead service provision to ensure programs and services meet the contractual 'Service Agreements' targets.
- Promote and lead continuous quality improvement and safety initiatives
- Prepare monthly reports as required by management
- Implement effective people management strategies which promote a positive staff and client culture toward the whole of organisation
- Assist the SDM by coordinating refuge staff professional development and training, appraisal and external supervision



- Attend when required or requested to WCS Inc in stakeholder meetings and activities in order to maximise our service.
- Manage the oncall roster

## **Qualifications**

### Education

- Tertiary qualifications, preferably [Bachelor Degree minimum] in Social Work/Counselling/Social /Behavioural Sciences
- Blue Card (QLD clearance to work with children)
- National Criminal History Check prior to commencement
- Current Drivers License

### Specialized Knowledge

- Knowledge and understanding of, and a commitment to, the empowerment of women and children experiencing domestic and sexual violence.
- Sound knowledge of trauma-informed theories, principles, and practices
- Domestic and Family Violence Qualifications or extensive experience in the field of DFV.
- Experience in a leadership role or program management role.

The successful candidate must also have:

- Ability to communicate clearly and concisely, both orally and in writing, to a broad range of audiences.
- Ability to manage or coordinate complex projects within an agency setting
- Ability to identify professional development needs
- Knowledge and experience in developing and delivering community education and development programs.
- Knowledge of Queensland funding and legislative requirements regarding working in the domestic violence, sexual assault and child protection sectors

### Skills and Experience

Proven expertise and skills over at least 2 years with practical experience in:

Case management and supporting individuals/families experiencing domestic and family violence.

- Counselling experience in the areas of DFV
- Residential case management and assessment of and assistance to individuals/families in crisis, preferably with an understanding and developed knowledge of trauma informed practice.
- Working with a diverse range of people and people with complex issues such as:
  - mental health and substance abuse issues, homelessness
  - Diversity in ethnicity and cultures, including: Aboriginal, Torres Straight and South Sea Islanders
- working collaboratively with government, non-government agencies and community stakeholders
- developing and facilitating group work
- Highly developed reflective and interpersonal skills
- Excellent administrative, report writing, and computing skills
- Strong organizational and planning skills plus excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and sound problem solving skills
- Proficiency in MS Office (MS Word, Excel and MS Outlook, in particular



**Abilities**

- Ability to lead, manage and motivate staff and create a workplace culture based on collaboration and cooperation, teamwork and the common pursuit of organisational objectives
- Works cohesively within a team, as well as autonomously to achieve KPIs
- A creative mind with an ability to identify continual improvement processes
- A quick thinker and excellent communicator
- Works efficiently & effectively under pressure without negative impact to the business or to others
- Can implement de-escalation strategies.

**Working Conditions**

Outlined below are the periods of hours generally worked, however the CEO & Management Committee reserve the right to vary these hours in order to meet the requirements of the business.

- It is generally expected that hours worked will be between 9am- 5pm, ordinary business hours.
- Participation in rostered 24 hour On Call service is required. However there is a flexible arrangement to work day-time hours between 6am and 8pm is available in situations where client needs cannot be met during ordinary business hours.
- Provide after-hour's telephone support to other rostered On Call workers when required in conjunction with other management.
- Some commitment outside of business hours will be required to participate in WCS community initiative events
- This position is primarily based at the residential program site in Cannonvale but you may be required at times to work across sites.
- There is a requirement that when requested you will work across programs.
- The main office is also located nearby in Cannonvale as well there are outreach services in the following regional centres: Proserpine, Bowen, Collinsville and Hamilton Is / Whitsunday Islands.

**Direct Reports**

- Case Manager
- Residential Support Workers x 2

**Signed: Employee**

**Signed: CEO**

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**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_