

## Position Description

<b>Position Title</b>	Manager, Community Development and Client Services (State-wide)
<b>Department</b>	Family and Community Services
<b>Location</b>	Statewide
<b>Classification</b>	Level 7

### About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

### Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

### Position Summary

The Manager, Community Development and Client Services is responsible for the operational management and delivery of quality internal and external services within a range of program areas and support services operated by RA Tas.

As part of the RA Tas Management Team, the Manager, Community Development and Client Services will work with the CEO Leadership Group to drive change, achieve results and foster a focused team of professionals committed to service excellence.

## Key Areas of Responsibility

- Manage delivery of programs and services including developing, implementing and oversight of operational plans, systems and processes and manage associated budgets in accordance with established program objectives and service delivery standards
- Ensure services are being delivered in accordance with contract requirements, including financial and reporting deliverables
- Manage program staff setting performance objectives, developing performance, encouraging teamwork and cooperation and fostering continuous improvement in service delivery
- Establish clear service standards and requirements for relevant activities, and communicate these to all stakeholders. Report performance against these standards to the CEO Leadership Group
- In conjunction with the Director Family Law Services, manage the recruitment, selection and induction of staff in accordance with organisational policies and procedures
- Utilise innovative, creative thinking skills to ensure the organisation is providing a cutting-edge client experience and effectively manage complex client or other issues within organisational policies and procedures
- Liaise with the CEO Leadership Group and Program Managers to identify new or emerging work requirements or problems within the manager's area of responsibility, communicating any issues or changes to relevant employees for discussion, rectification or change
- Contribute to strategic planning processes and the development of organisational policies and procedures
- Represent and promote Relationships Australia Tasmania and its services in the wider community to encourage awareness and understanding of issues affecting individuals and families
- Manage program evaluation and research processes to encourage quality service delivery and identify and collect data relevant to the manager's area of operation responsibility, providing periodic reports as directed, and provide analysis of the data
- Any other duties as required and within the general scope of responsibilities of this position

## Position Relationships

<b>Supervisor</b>	Director, Family Law Services
<b>Direct Report(s)</b>	Speak Up Stay ChatTY team, Suicide Prevention Team and Client Intake and Site Support Teams
<b>Other(s)</b>	RA Tas staff and clients

## Extent of Authority

The Manager, Community Development and Client Services leads and motivates to gain the cooperation of others in the achievement of difficult and sometimes conflicting objectives. The Manager will use a selection of methods and techniques to take decisions and actions that may have a significant effect on the program area being managed.

## Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- Promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times

## Selection Criteria

### Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Degree or equivalent qualifications in a relevant discipline and/or an equivalent combination of relevant experience, education and training
2. Demonstrated knowledge and experience of management practices including practical skills in leading a large team of people, managing staff, programs and projects
3. Strategic and operational management skills including the ability to develop and implement strategic planning processes
4. Strong business acumen including proven ability to meet revenue/performance targets and drive new business opportunities
5. High level organisational and priority management skills including the ability to manage own work schedule and that of a team of professional staff
6. Demonstrated knowledge and experience relevant to the delivery of client services across multiple sites, including the ability to develop and implement effective work rosters and systems.
7. High level interpersonal and communication skills including the ability to develop a team based working environment as well as the ability to develop and maintain effective networks with other service providers and stakeholders
8. High level written communication skills with the ability to respond to submissions/tenders, produce quality written reports and a range of other documentation as required by the role
9. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

### Desirable Attributes

10. Current drivers licence
11. Demonstrated knowledge, skills and experience working in the sector as well as extensive knowledge of other service providers, stakeholders, and of current government policy in the community sector

## Special Requirements

- Appointment to this position will be subject to a current Working with Children Registration
- Some intrastate and interstate travel may be required in this position

## Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

## Approval

Michael Kelly  
CEO

May 2020