



Job Description & Selection Criteria

Position:	Manager, TDVHS
Service:	Toora Domestic Violence and Homelessness Service
Classification:	MEA Level 8
Appointment Type:	Full-time Monday to Friday, 76 hours per fortnight

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

Our current drug and alcohol and homelessness programs range across variety of settings such as crisis and transitional accommodation, day program and outreach support, allowing Toora to provide a wrap-around trauma-informed care model, in an integrated service system. We deliver these complex services within human rights and gendered framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalization and the harm associated with dependencies.

Toora Women Inc. is committed to employing women whose life experience and skills match that of the target groups of our services.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Manager will work towards alleviating the effects of homelessness and its contributing factors through the provision of a crisis, transitional and outreach support services for homeless and women at risk of homelessness. She will manage and further develop these homelessness services, will

Organisational Leadership

- Build the capability of the TDVHS team to ensure all individuals are working at level by setting clear expectations around performance/ deliverables and providing support to develop capability gaps.
- Recruit, induct and support a qualified employee base to meet operational demands for the TDVHS team.
- Role model inclusive behaviours, set expectations with team around responsibilities for creating an inclusive and culturally informed workforce.

Service Delivery Excellence:

- To provide gender specialist quality services that are holistic, evidence based and outcome focused within the TDVHSI Team.
- Deliver a range of therapeutic services to Toora clients, including but not limited to case management and housing support.
- Strengthen and expand supports for areas of need including children in our care and identified priority groups (First Nations, disability, CALD, LGBTQI+)
- Implement the Toora models of care
- Work collaboratively with other service providers to maximise client outcomes
- Measure client outcomes and impact.

Collaboration and Networking:

- Build and maintain strong relationships with internal and external stakeholders to enhance opportunities for collaboration, partnerships and sharing of resources.
- Embrace opportunities to collaborate with your colleagues, and share ideas and knowledge freely to contribute to a positive team culture, and support your colleagues in achieving collective goals.
- Represent Toora Women Inc. in a professional manner at all times when at work or out in the community.

Brand awareness and sustainability:

- Participation in external meetings and forums representing Toora as a as a leader in gender specialist, innovative and evidence- based services for women with complex needs.
- Developing relationships to support strong collaborations and alliances with other agencies to improve client outcomes.
- Contribute to commissioning submissions for service delivery.

Our Vision: Women living with agency, dignity, safety and respect

Self development:

- Demonstrate a commitment to self-improvement, professional growth, and staying up-to-date with industry trends in your area of expertise and in the social sector.
- Actively engage in the performance appraisal process to understand your strengths and areas for focused capability development, and work with your Manager to select learning opportunities that will develop your capabilities and support you in reaching your potential.
- Attend professional supervision (internal and external) as required by your role

Demonstrate the Toora values:

- Demonstrate Toora's core values in everything you do at work by aligning your behaviour, decisions, and interactions with our values, contributing to the development of a positive and cohesive work culture.
- Be committed to upholding Toora's mission, fostering trust with your colleagues and clients, and promoting a shared sense of purpose and integrity as we work towards the same goal.

ESSENTIAL QUALIFICATIONS & EXPERIENCE :

- Experience with working with homeless women with high and complex needs, particularly with alcohol and drug dependencies, mental health concerns, sexual assault, domestic violence, incarceration, and women from diverse backgrounds.
- Bachelor level qualification in relevant fields Social Work, Social Science, Health or Psychology and minimum 3 years sector experience; OR
- Diploma in relevant field (eg. Community Services, AOD or Mental Health) and minimum 5 years sector experience.
- High level service delivery skills in trauma informed case management within a feminist framework
- Possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Possess a current driver's license and be willing to drive.

DESIRABLE EXPERIENCE:

- Strategic thinking, diplomacy and negotiation skills
- Proficient computer skills including the use of Microsoft Office applications and SHIP
- Human resource management skills: experience in supervision of employees, work performance management, conflict resolution, debriefing and crisis management.