

Manager - TDVHS

Toora Women supports women with complex issues who have experienced past or present traumas such as:

domestic and sexual violence

- the impact of their own or another’s drug and alcohol use and/or mental health issues
- homelessness or at risk of homelessness
- the ACT corrections system.

Our current homelessness and drug and alcohol programs range across variety of settings such as crisis, transitional and head lease accommodation, day program, counselling 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 a 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.

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 provide strong leadership and work towards achieving the maximum potential of the team, will implement and evaluate strategies to meet organisational goals and will engage in effective liaison and partnerships with other relevant programs and services in the community.

The Manager will ensure the day to day provision of services and support will be delivered within the scope of the service agreements, agreed frameworks and in accordance with the policies and philosophy of the organisation.

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Collaboration, networking and relationships	<ul style="list-style-type: none">• 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.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Developing Oneself	<ul style="list-style-type: none"> • 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 	6 months
3	Demonstrate the Toora values	<ul style="list-style-type: none"> • 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. 	6 months
4	Organisational Capability (leadership)	<ul style="list-style-type: none"> • 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. • Lead and develop data and reporting capability in the TDVHS team including overseeing monthly reporting to CEO/Board and performance reporting to demonstrate contractual outcomes to funding bodies. 	6 months
5	Service Delivery Excellence	<ul style="list-style-type: none"> • To provide gender specialist quality services that are holistic, evidence based and outcome focused within the TDVHS 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. 	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
6	Brand awareness and sustainability	<ul style="list-style-type: none"> • 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. 	6 months
7	SCHADS Level 8 expectations	<ul style="list-style-type: none"> • Operate under broad direction from senior officers of the organisation and will have managerial responsibility for the organisation as a whole. • Act as senior specialists who are able to provide advice to various departments, the employer, the Committee or Board of Management members. They will also be required to implement and develop techniques and practices in all areas of the organisation. • Develop and manage projects and programs including establishing, implementing, monitoring, and evaluating which will influence the goals and objects of the organisation • Engage in the development of company strategies as well as providing financial, technical, and specialised advice on both internal and government policies. • These employees hold a thorough understanding of the theoretical aspects of the industry to discover the best possible solution to issues that may sit outside of their initial area of expertise. • High level of independence and action and responsibility for decision-making within the constraints of organisational policy, including having significant impact on policy and program design and implementation. 	6 months

PRACTICE FRAMEWORK:

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

- domestic, family and sexual violence
- mental health issues
- the impact of their own or another’s drug and alcohol use
- homelessness or needing support to stay out of the homelessness system
- the ACT corrections system.

Our current domestic violence, homelessness and AOD health treatment programs range across variety of settings such as crisis and transitional and head tenancy accommodation, day program,

counselling 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 institutionalisation and the harm associated with dependencies.

Reporting/Working Relationships

The TDVHS Manager will report to the Chief Executive Officer and will be responsible for the management and supervision of all TDVHS team members including Senior Case Coordinators, Case Coordinators and Support Workers.

The Manager is responsible for ensuring Toora is represented at all relevant forums and have an active working relationship with all community sector organisations that support and contribute to Toora client outcomes.

Leadership and team management

- Actively contribute to the decision making and management of TDVHS programs and Leadership tasks, as requested by Director, Service Delivery.
- Provide strong Leadership, lead by example and provide support and guidance to the Team Leaders and other workers.
- Ensure that the service operates within the organisational and service policies and procedures.
- Develop and regularly review service policies, procedures, programs in consultation with workers.
- Participate in the ongoing review and evaluation of service activities.
- Maintain a comprehensive and well executed performance management system incorporating elements such as induction, regular one-on-one supervision, performance appraisals and processes to manage underperformance.
- Participate in recruitment and selection, training and development, conflict resolution, disciplinary procedures and counselling, as required.
- Provide regular line supervision, debriefing and monitoring of work performance of designated staff.
- Take a lead role in operational team meetings.
- Participate in staff meetings and other Toora meetings or subcommittees as required.
- Ensure flow of communication between Toora team and Director, Service Delivery.
- Undertake higher level duties as required.

Services Coordination

- Keep accurate records and storage of services data, daily operational activities and human resources documentation.
- Promote and strengthen case management practice within a trauma informed care model.
- Operate within the parameters of the Funding Agreement.
- Identify gaps, initiate and participate in service developments to improve community-based service and responses.
- Ensure that women accessing the service receive high quality and timely support.
- Liaise with community training organisations and organise student placement within the service.

Administration / office maintenance

- Have clear knowledge regarding funding outputs and service agreements.
- Prepare high quality reports as required, including reports for the CEO, Board and funding body as outlined in the Funding Agreement.
- Ensure that the daily responsibilities associated with maintaining the physical premises of the service are undertaken including service accessibility and security.
- Manage staffing via Preceda payroll system, where required, eg create service delivery and on-call rosters, approve timesheets of designated staff.

Teamwork, Networking and Liaison

- Participate in internal and external meetings, as required.
- Establish and maintain effective, positive relationships with all relevant stakeholders to build our organisational branding, reputation, coordination of services and sharing of resources.
- Participate in projects which support and are responsive to the needs of women.

Professional development and performance management

- Engage in professional development activities (eg organisational training/workshops)
- Attend professional (external) supervision where required
- Attend to regular supervision with the Director, Service Delivery and accept direction.
- Participate in performance management/appraisal activities as determined by the organisation.

Work Health Safety / Quality Improvement Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011

Conditions of employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes. Any change to the job description will not occur without consultation.
- Out of hours work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess a Working with Vulnerable People registration
- Required to work from any location, within integrated Toora Inc. service system.

- Minimum 3+ years' sector experience (with Bachelor Qualification)
- Minimum 5+ years' sector experience (with Diploma Qualification)
- Minimum 3+ years management experience
- Ability to lead a team with well-developed interpersonal, communication and teamwork skills
- Understanding of the needs of women affected by homelessness, substance abuse, mental illness, incarceration, immigration, domestic and family violence and sexual assault.
- High level service delivery skills in trauma informed case management within a feminist framework
- Thorough understanding of the current trends, practices, policies and legislation pertaining to the homelessness and domestic violence sectors.
- Human resource management skills: experience in supervision of employees, work performance management, conflict resolution, debriefing and crisis management.
- Communicate with influence in a positive, proactive, constructive responsible and respectful manor to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our Mission of Safety, Respect and Choice for Women.

- Be flexible and responsive to the changing environments
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation

Desirable Experience

- Strategic thinking, diplomacy and negotiation skills
- Detailed knowledge of relevant funding agreements, programs, guidelines, procedures and practices within the organisation.
- Excellent time management and organisational skills, with proven ability to priorities, work independently and as part of a team, and seek support and assistance when required
- Excellent verbal and written communication skills, including proficiency in using client information management systems and report writing.

- Bachelor qualification in health or social science and a Leadership qualification, or;
- Diploma qualification in an area relevant to Community Services, Leadership qualification and relevant sector experience,