

Southern Junction Community Services

Re Information for Applicants

Dear Applicant,

We are pleased to provide the attached information about the recently advertised role.

The position is outlined in the attached documents which are intended to provide you with an introduction to our organisation and to give you with an overview of the role for which you have expressed an interest.

Your application should address the job and person specification and demonstrate your ability to adequately fulfil the role. Please include:

- Resume including contact details, formal qualifications and outline of work history
- A 2-3 page outline of how you believe your previous experience, skills and/or qualifications would enable you to be effective in this role.
- Names and contact details of three current professional referees.
- A valid and satisfactory Police clearance dated within 4 weeks of application.

A recent (within 4 weeks) police clearance is required for all new employees and is a condition of employment. Applicants are responsible for procuring and providing this report with their application. Upon appointment, Southern Junction will reimburse the cost of this report (approx \$50). Applicants for roles associated with service delivery may also be screened by the SA Department of Families and Communities.

Successful applicants may be required to undergo a medical examination that relates to the function of the position.

I thank you for your interest in this position and look forward to receiving your application.

Regards,

Graham Brown
Chief Executive Officer
Southern Junction Community Services

Closing Date: 5pm on the date included with the advertisement

Applications should be addressed to:

*Chief Executive Officer
Southern Junction Community Services
PO Box 66
Christies Beach SA 5165*

SOUTHERN JUNCTION COMMUNITY SERVICES

Southern Junction Community Services is a not-for-profit, community organisation with a proud heritage of dynamically responding to the needs of disadvantaged and marginalized young people and families in Adelaide's southern suburbs and the Fleurieu Peninsula that spans over 25 years. The organisation is currently moving into a growth and development phase which will expand the range of programs to incorporate provision of a wider range of services.

Southern Junction works collaboratively with groups and individuals, other organisations and government agencies to develop and deliver an increasingly diverse range of support and intervention services which enable people to cope more effectively with their current circumstances and make positive choices for the future.

The **governance** of Southern Junction is supported by an experienced Board of Directors with broad experience and high levels of expertise in the community, health, housing, education and business sectors.

The **staff** of Southern Junction is admired for its professionalism and commitment to the provision of high quality client-focused services. The staff value and enthusiastically support the organisation's culture which embraces learning and striving for continuous quality improvement.

Statement of Purpose

Southern Junction Community Services will provide quality information, accommodation and support services relevant to people who are socially or economically disadvantaged, are homeless or at risk of homelessness. We will work with other agencies, groups and individuals in the community to overcome barriers, develop resilience and enhance the community connectedness of groups and individuals.

Vision Statement

The value of all groups and individuals is actively demonstrated by the way they are included and enabled to participate in the community.

Mission Statement

Southern Junction Community Services will work in a way that is people focused, flexible and responsive, with an emphasis on early intervention and prevention. Our work will reflect the belief that all people have the right to pursue and achieve independence and self-reliance.

Core Values

Southern Junction Community Services aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ Every person deserves to be treated with respect
- **TRUST** ~ Safety and trust are the foundations of healthy families and relationships
- **INCLUSION** ~ Inclusive communities value and embrace diversity
- **INTEGRITY** ~ Acting in a way that is honest, just and open to others

Objectives

- To provide quality information, accommodation and support services relevant to people who are socially or economically disadvantaged, are homeless or at risk of homelessness.
- To work with other agencies, groups and individuals in the community to overcome barriers, develop resilience and enhance the community connectedness of groups and individuals.
- To dynamically respond to the changing needs of the community.
- To provide adequate, appropriate, secure and affordable accommodation for people in need.
- To provide information, support and encouragement in a way that will enable people who access services whilst achieving the maximum possible degree of independence and self-reliance.
- To encourage and support the maintenance of family ties and, where appropriate, the reuniting of the family unit.
- To work in partnership with the community to encourage support and raise awareness of homelessness and other issues facing disadvantaged people.
- To work in a manner that upholds the dignity and worth of all people, enhances their self-esteem, is sensitive to their social and economic circumstances and respects their cultural backgrounds and beliefs.

Service Principles

We recognise that the services of Southern Junction are most effective when:

- We are mindful of the needs of families, especially young people and children
- We support and promote health and well-being
- We work collaboratively and in partnership with our clients and others to achieve the best possible outcomes
- We offer support to children, young people and families for as long as needed and as resources allow
- We optimise opportunities to intervene in a way that makes a positive difference
- We are sensitive to individual differences, beliefs and circumstances
- We advocate for positive changes in the lives of individuals, families and the community
- We strive for continuous improvement in our services

Duty Statement: Overview of Role**Role Title:** SERVICE MANAGER

(A Remuneration Package including a fully maintained vehicle will be negotiated with successful candidate)

Roles Description

The Service Manager is a member of the organisation's leadership team and is responsible for oversight of the delivery of a diverse range of social support and intervention services.

The Service Manager will supervise and support Portfolio Managers in the establishment and ongoing development of high quality client-focused services that effectively respond to identified needs and meet the contractual requirements of relevant funding bodies.

This role will be focused upon monitoring operational practices and ensuring that services are effectively coordinated, appropriately integrated and meet or exceed contractual requirements.

This position reports directly to the Chief Executive Officer and is responsible for ensuring that all services and related activities are consistent with Southern Junction's established governance policies, management principles and operational practices and procedures of.

Working in conjunction with Senior Management Team, the Service Manager is responsible for promoting and supporting continuous quality improvement of services through the ongoing review, development and documentation of service-specific practices and procedures.

The position will provide advice to the Chief Executive Officer and contribute to strategic planning and organisation-wide decision making.

Responsibilities of the all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction as outlined by in the vision, and values statements.
- To facilitate the effective functioning of relevant programs by working within the established policies, principles practices and procedures of Southern Junction.
- To assist in the establishment and maintenance of safe working conditions by cooperating with Occupation Health and Safety guidelines.

Role in Organisational Framework – Senior Manager

- Participation in development of new services
- Preparation of tenders for expansion & resourcing of existing program(s).
- Liaison with the Chief Executive Officer and General Manager - Services in staff recruitment, selection and dismissal processes.
- Direct supervision of 8-10 staff

- Assisting Team Leader's and service delivery staff to ensure compliance with agency and program-specific policies and practices and procedures are implemented where appropriate.
- Accountable for the activities and well-being of all agency staff in assigned service(s)
- Set work outcomes for staff in assigned service(s) in order to fulfil contract requirements
- Remuneration package will be determined following Chief Executive Officer's consideration of:
 - Relevant Award requirements (It is envisaged that this role will be above award)
 - Breadth of responsibility
 - Complexity of program/service area(s)
 - Number and nature of staff reporting
 - Stage of Program Development
 - Qualifications and level of previous experience

Specific Responsibilities include:**Service Provision: (not in order of significance)**

- Accountable for all functions and services, necessary to produce high quality service outputs from funded programs and associated services
- Provide expert advice to Chief Executive Officer in relation to service development
- Ensure that assigned Portfolios and associated operations are consistent with established policies, principles, practices and program-specific procedures as appropriate.
- Development of service proposals and submission writing
- Ensure that all service(s) operate within annual operating and capital budgets
- Develop and sustain effective strategic and service-related networks
- Develop and maintain sound professional relationships with Federal, State and local government agencies and other community organisations and, to a limited extent, members of the community.
- Convene regular meetings with Portfolio Managers and facilitate other project-specific meetings as required
- Model and promote sound and accountable management practices that support effective service delivery
- Represent Southern Junction in relevant sector networks and events
- Monitor and conduct analysis of key performance indicators for services, programs and related initiatives
- Manage processes that ensure accuracy and appropriateness of data collection and the timeliness of reporting to internal and external stakeholders.
- Ensure compliance with contractual, legislative and relevant industrial requirements and standards

Organisational Relationships:

- The Service Manager will:
 - Be employed by Southern Junction Community Services Inc.
 - Will report directly to the Chief Executive Officer.

- Function as a member of the Senior Leadership Team of Southern Junction Community Services Inc.
- Have management oversight of Service Portfolio Managers
- Be supported by an Executive Assistant
- Interact with other administration and service delivery team members.

Extent of Authority:

- Act on behalf of the Chief Executive Officer in specified service area(s)
- Approve expenditure in designated sections of annual operating budget, under delegation from CEO.
- Sign cheques (dual signatories).
- Advising the CEO of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the service area.
- Authorisation of internal and external service-specific reports and documents as required to facilitate the efficient operation of the assigned program(s)
- Recommendation of staff appointments for final authorisation by Chief Executive Officer
- Program/Service-specific decision-making
- In accordance within SJCS policy, structural framework and practice guidelines and/or as approved by Chief Executive Officer

Person Specification

Required Qualifications, Skills, Knowledge, Experience or other attributes

- Knowledge of social justice, equal opportunity and principles
- Demonstrated commitment and capacity to promote and support social justice principles and social inclusion initiatives.
- Experience and competent in managing community service operations
- Ability to manage people working in a human services organisational context
- Ability to work independently whilst effectively managing a number of projects activities and/or priorities
- Sound record keeping, and data management skills
- Sound verbal communication and professional report writing skills
- Ability to provide effective professional supervision to senior staff, including performance management and analysis of training needs.
- Effective time management skills
- Ability to identify service gaps and optimise service development opportunities
- Ability to provide and present professional advice about current and emerging trends in the community service sector
- High level interpersonal and interagency negotiation skills
- Awareness of Occupational Health Safety and Welfare legislation
- Understanding of the factors that contribute to social and economic disadvantage

Educational Requirements:

- Degree level qualification in Human Services, Management or relevant equivalent
- Appropriate training and/or experience in a relevant field(s)

- First Aid Certificate (or willingness to obtain)
- Current SA Drivers Licence (Car)

Desirable but not essential Attributes:

- Demonstrated ability to contribute to strategic leadership, planning and organisational change management.
- Willingness to work flexible hours when necessary.
- Experience and understanding of the current and changing roles of the non-government sector
- An understanding of relevant statutory requirements and relevant legislation (EO, OH&S, Workers Compensation, Industrial Relations)
- Experience in development and implementation of risk management frameworks and control/assurance mechanisms.