

<p>Position</p>	<p>Manager Children’s Services</p>	
<p>Key Requirements (Qualifications, Skills, Knowledge and Experience)</p>	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Tertiary Qualifications in Education, Social Work, Counselling or comparable field • Minimum 5 years’ experience in leadership and management • Demonstrated capacity to be a public representative for the organisation with external stakeholders • Ability to make, develop and maintain positive professional relationships with clients and stakeholders • Excellent Communication skills (both written and verbal) • Demonstrated excellent time management skills • Demonstrated ability to work unsupervised • Experience in training and facilitation • Excellent computer literacy and administration skills, including experience with Client Management software • Experience in helping services achieve and/or maintain accreditation surrounding safeguarding children • Positive history of following organisational Policy and Procedures • Current Working with Vulnerable People Card • Current valid Driver’s Licence • National Police Check is required for all roles at LCM <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos • Experience in supporting children surrounding grief and loss • Experience with the development and management of a Learning Development System • Experience leading a diverse team across different locations 	
<p>Summary of Role (inc. Role Purpose)</p>	<p>The Manager Children’s Services will be responsible for the management of child related program activities conducted by the organisation throughout the North and North-West of the State. This role provides management for a team supporting the outcomes of emotional wellbeing of children and their families. The individual in the role is expected to build, develop and maintain positive relationships with key stakeholders and represent the services to the Tasmanian community in order to expand the impact of the program. Primarily, the Manager Children’s Services is responsible for managing the development and delivery of all programs and training within Children’s Services.</p>	
	<p>Key Responsibilities</p>	<p>Key Performance Indicators (observable and measurable)</p>
<p>Leadership and Management</p>	<ul style="list-style-type: none"> • Overall development and management of the entire suite of Children’s programs, staff and services. • Engage with external stakeholders to build and maintain positive relationships. • Represent the organisation as authorised by senior leadership. • Liaise with external contractors to ensure program is maintained and developed. 	<ul style="list-style-type: none"> • Children’s programs developed are appropriate, safe and meet accreditation/certification standards. • Staff are appointed, inducted, supported and managed according to policy. • New stakeholders are engaged to expand the services. • Stakeholder feedback is positive.

	<ul style="list-style-type: none"> • Ensure the delivery a client-focused programs. • Ensure staff receive adequate supervision, support and direction. • Staff performance is managed through regular formal meetings • Oversee and approve staff rosters and timesheets. 	<ul style="list-style-type: none"> • Media Relations and networking opportunities are managed according to policy. • External contractor relationships are well managed, and deadline met. • Program materials reflect a child-focused approach. • Staff are supported in their work and program activities and receive appropriate regular support and direction. • Staff understand what is expected of them in their role and their performance is both monitored and supported. • Adequate self-care is monitored for staff. • Team culture is positive and supportive. • Records are kept of regular meetings. • Rosters and timesheets are completed in line with policy, with accuracy and in a timely manner.
<p>Program Supervision</p>	<ul style="list-style-type: none"> • Ensure accreditation/certification of programs as required. • Lead program development, implementation, improvements and deliverables • Assess the suitability of complex client referrals. • Take appropriate action to maintain client safety 	<ul style="list-style-type: none"> • Accreditation/certification is attained/maintained as required. • Program meets agreed goals in development, implementation, improvements and deliverables. • Teams achieve set outcomes. • Referrals to other specialist support services are made as required. • Referrals are actioned in a timely and effective manner • Appropriate action is taken to ensure client safety.
<p>Programs and School Engagement</p>	<ul style="list-style-type: none"> • Ensure regular contact with local schools and key stakeholders to guarantee program information is communicated effectively. • Oversee the delivery/facilitation of the Inside out 4 Kids (IO4K) program. • Provide one on one or group support with participants as required. • Oversee advocacy and support for children and/or families as appropriate. • Undertake Mandatory reporting 	<ul style="list-style-type: none"> • Schools and key stakeholders report regular and appropriate contact. • Schools and key stakeholders demonstrate an understanding of the services provided. • The number of schools and one on one support provided remains consistent with agreed workload expectations. • Appropriate family support is provided. • Advocacy needs are being addressed and children express

	responsibilities as outlined within policies and procedures.	<p>their appreciation for the help provided by the program.</p> <ul style="list-style-type: none"> • Children report improved levels of well-being as a result of support provided • All Mandatory reporting responsibilities are adhered to.
Facilitation Training	<ul style="list-style-type: none"> • Develop and maintain a team of IO4K's facilitators. • Ensure the delivery of ongoing training and program support. • Support the development of external facilitators within service capacity. 	<ul style="list-style-type: none"> • Ongoing contact is maintained with facilitators allowing time for debriefing when required or requested. • Relevant, regular training is provided to facilitators. • Facilitators report feeling supported.
Administration and Training	<ul style="list-style-type: none"> • Oversee the provision of online training and resource management. • Maintain program records and provide reports as required • Participate in the development, preparation and maintenance of appropriate program material 	<ul style="list-style-type: none"> • Ongoing and accurate records are kept • Reporting requirements are met with consistency • Ensure adequate resources are available for workers to deliver programs.
Safeguarding Children	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results
Justice	We take personal responsibility to uphold what is pure, right and true
Compassion	We invest whatever is necessary to heal the hurts of others
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We work with passion and commitment to achieve our goals