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| Position description |
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| Position title: | Operations Manager |
| Branch/Division/Team: | Community Operations and Practice Leadership| Statewide Disability & Housing Operations Group | Forensic Disability Services |
| Work location: | **Multiple locations**:  100 Yarra Bend Road, Fairfield = Intensive Residential Treatment Program  7 Henderson Court, Bundoora = Long Term Residential Program  10 River Drive, Bundoora = Disability Justice Interim Accommodation  1 Scartree Court, Bundoora = Kookaburra House  56 Poplar Rd, Parkville = Disability Justice Interim Accommodation |
| Classification: | DDSO5 |
| Salary: | $117,367 - $118,850 (plus superannuation) |
| Position reports to | Manager, Forensic Residential Services |

# Role purpose

The Operations Manager is responsible for management and leadership of services that support people with disabilities, across their lifecycle and in all domains of life, to enable access to a quality life with dignity, respect and social inclusion, in the least restrictive environment.

## Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on the community wellbeing and the social recovery of Victoria.  The Department is working to deliver important work started before the pandemic, while building on opportunities it has presented to lead bold and innovative reform. We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria. The Department includes Child Protection, Prevention of Family Violence, Family Safety Victoria, Homes Victoria, Housing and Disability and Seniors and Carers. The Department is also responsible for the key portfolios of Multicultural Affairs, LGBTIQA+ communities, Equality, Veterans and of offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities. The Department also supports Victorian Disability Workers Commission and Respect Victoria. We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQA+, veterans and people from varied cultural backgrounds.

## Forensic Disability Services

Forensic Disability Services within the Department of Families, Fairness and Housing operates under the *Disability Act 2006* and supports people with cognitive disability involved in the criminal justice system, who require specialist support and adapted intervention to address criminogenic needs.

The program operates alongside the broader justice and disability service system and other mainstream services, to address disability specific factors contributing to a person’s risk of offending.

The primary objective of forensic disability services is:

* enhance community safety by reducing the risk of reoffending among clients.
* foster clients’ independent living and enable them to achieve personal goals by improving their adaptive functioning skills and quality of life.

The services that make up the Forensic Disability Program are:

* Forensic Disability Statewide Access Services
* Disability Justice Coordination
* Forensic Residential Services
* Forensic Disability Clinical Services
* Youth Forensic Disability Clinical Services

## Forensic Residential Services (FRS)

Forensic Disability Services is a state-wide disability service that delivers a range of time-limited assessment, treatment, case management and residential services to people with a cognitive impairment who display high-risk, anti-social behaviour and are involved, or are at risk of being involved, in the criminal justice system. Forensic Disability Services operates alongside the functions provided by the Department of Justice and Community Safety and Corrections Victoria as well as supports funded through the NDIS. Forensic Residential Services operate under Forensic Disability Services and are responsible for providing accommodation to those with an intellectual disability engaged in the criminal justice system.

Forensic Residential Services operates the only two disability Residential Treatment Facilities (RTF) in Victoria; RTF Fairfield and RTF Bundoora. Section 151(3) of the Disability Act 2006 states that the purpose of a residential treatment facility is ‘to provide compulsory treatment to persons with an intellectual disability admitted to the residential treatment facility’.

Kookaburra House is a specialist disability accommodation in the community to individuals to assist them in gradually reintegrating into the community. Kookaburra House is supported by the broader Forensic Residential Services program and provides highly structured and supervised support to residents to assist them in continuing to work towards treatment goals and practice relapse intervention strategies.

Disability Interim Justice Accommodation Service (DIJAS) are two short term accommodation services aimed to support forensic disability clients on bail and are incorporated under the same operational management at Forensic Residential Services.

# Key accountabilities

**Accountabilities**

#### Operating at DDSO-5 level, you will:

1. Work independently or as a manager, with remote access to supervision, in a range of organisational relationships:
2. manager of multiple front-line supervisors in group homes, or residential service units, over a comprehensive service area.
3. manager of service streams responsible for individual services, from initial contact to ongoing case support and package delivery;
4. advanced practice leadership in a complex disability area, providing specialist services and advice.
5. Level of autonomy and decision making
6. Make strategic decisions across a large client group within the scope of established policies and practice standards
7. Professionally accountable for service delivery and related decisions within comprehensive area of responsibility, with support from senior management.
8. Identify required interventions to ensure service quality is maintained and enhanced.
9. Significant problem-solving activity and innovation requiring in depth understanding of service and department policy.
10. Lead and mentor decision making by senior staff who are managing teams supporting people with disabilities, within specified policies and practice standards.
11. Manage time and other resources productively with a view to ensuring optimum results for clients and the department. Responsible for budget allocation for a designated area.
12. Responsible for risk management across multiple teams. Oversee and support staff and colleagues to identify risks to client, staff and community health, safety and wellbeing, including illegal action, and intervene to minimise risks.
13. Identify learning opportunities and career development opportunities.
14. Define, model and maintain professional boundaries
15. Lead service development to enhance opportunities for people with disabilities to achieve their full potential, working actively with community groups which may include local councils, health services, justice services, education services, other interest groups
16. Lead advocacy within the broader community on behalf of clients and their families to support inclusion and participation and a commitment to effective service delivery
17. Work with staff to continuously improve outcomes for people with disabilities. Including ensuring rigorous and focused research within the sphere of responsibility.
18. Support staff teams working with clients, with demanding risk management requirements, to anticipate risks, assist clients to act lawfully in their interaction with community members and avert incidents.
19. Explore information relating to health conditions to support greater levels of well-being for people with disabilities and endeavour to ensure appropriate resources and personnel are engaged for these purposes.
20. Prepare detailed reports, or provide data, including service trend data, within area of responsibility for department use, including Ministerial or media use.
21. Contribute to departmental records on people with disabilities at a programmatic or systems level and assist staff with more complex departmental reporting issues.
22. Develop and implement systems that ensure staff are able to deliver desired outcomes for clients including systems to support planning, budgetary, resource management, risk management and quality assurance functions.
23. Lead staff planning and functioning across multiple sites, including:
24. roster development, staff replacement, staff recruitment, leave planning and work allocation processes
25. plan for staff capability: set performance expectations; educate staff on policies and standards; work with staff to develop career opportunities and access to training and skill enhancement
26. review staff decisions and performance
27. monitor legislative and systems compliance across a range of department processes
28. manage Return to Work processes and related internal risk management
29. monitor and evaluate service performance and effectiveness and implement changes to improve quality and responsiveness
30. budget management.
31. Analyse service data, client research, and policy to identify initiatives to enhance service delivery and to contribute to strategic planning and system improvement.
32. Lead strategic planning for specific services and contribute to whole service evaluation, planning and budget management as part of a broader management team.
33. Inform policy development and related decision-making processes to enable innovation.
34. Attend, brief and represent the department, including in public settings. Share outcomes of meetings with relevant staff.
35. Listen carefully, and respectfully convey information including department strategy, to clients and their families, and other people in the lives of clients.
36. Build positive relationships within the broader community to help ensure the best possible outcomes for people living with disabilities.
37. Creatively develop and maintain team morale and effective collaboration including offering and receiving feedback and providing peer review.
38. Share new strategies with colleagues and provide leadership to subordinate employees.
39. Lead internal or community information and consultation sessions.
40. Conduct consultative processes with stream management and staff.
41. Lead complex negotiations with family members, medical services, activity services, Police, Mental Health Services and other community services to support planning for future client requirements at a systemic level and to negate risk.
42. Work actively with networks internal and external to the department ensuring effective links with other departments, service providers, community groups and funded agencies and that the department is represented professionally and fairly.

# Key selection criteria

### Knowledge and skills

1. Authoritative expertise and knowledge in the direct delivery of services to people living with disabilities and related standards across a service or practice area. This includes:
2. specialised and contemporary understanding of disability including evidence-based practice principles and an ability to apply this theoretical knowledge to client support
3. knowledge of and skill with coaching, supervision and planning practices
4. knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments including research and trends
5. capacity to explore research and trends in health conditions and broader social circumstances to support greater levels of well-being for client groups.

### Personal qualities

1. Relationship building: establishes and maintains relationships with people at all levels, promotes harmony and consensus through diplomatic handling of disagreements, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communication, minimises surprises.
2. Creativity and innovation: generates new ideas, draws on a range of information sources to identify new ways of doing things, actively influences events and promotes ideas, translates creative ideas into workplace improvements, reflects on experience and is open to new ways to improve practice.
3. Decisiveness: takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolutionof conflict within the group.

## Qualifications and mandatory requirements

### Positions at the DDSO5 level require and Advanced Diploma Disability Work, or Bachelor of Applied Science (Disability), or registered or eligibility to be registered as a Mental Retardation Nurse or other qualification recognised within departmental guidelines as being equivalent and a copy must be provided with your application.

* A Level 2 First Aid Certificate is required
* A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.
* A full driver’s licence is required as some positions are shifts my be required to drive clients to appointment and other locations

**Specialist expertise**

* A thorough knowledge of the *Disability Act 2006*, modern trends in service provision to people with a disability and the implications for service delivery would be expected.
* Expertise and knowledge in the direct delivery of services to people living with disabilities and related standards across a service or practice area is expected. This includes:
  + - * + specialised and contemporary understanding of disability including evidence based practice principles and an ability to apply this theoretical knowledge to client support
        + knowledge of and skill with coaching, supervision and planning practices
        + knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments

capacity to explore research and trends in health conditions and broader social circumstances to support greater levels of well-being for client groups.

# Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

**The public sector values and behaviours** – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

**Recordkeeping** – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

**Diversity** – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQI+ community, and people from culturally diverse backgrounds.

# Important information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement* 2020. For further information refer to [Department of Treasury and Finance](https://www.dtf.vic.gov.au/home) <https://www.dtf.vic.gov.au/home>).

Department policy stipules that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria’s emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

# Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check and screening through the Disability Worker Screening List.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Pre-employment checks may include checking whether an applicant’s name is on the Disability Worker Screening List. This incorporates:

* the Disability Worker Exclusion List which includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.
* the National Disability Insurance Scheme Quality and Safeguards Commission which has compliance and enforcement actions, including banning orders
* the Victorian Disability Worker Commission prohibition orders.

# COVID-19 Vaccination

The department strongly recommends (but does not mandate) that employees maintain their COVID-19 vaccination status in accordance with current [**ATAGI (Australian Technical Advisory Group on Immunisation) advice**](https://urldefense.com/v3/__https:/dffhinternalcomms.cmail20.com/t/y-l-pykfdk-idikkrlhur-y/__;!!C5rN6bSF!H6CXxDfLBvqg9rEgbXDpYWA3WTHZn2OnDJhKeq0kxH-ACrRChd8KszaSeb1LyWwAcRzC24ygBFEglV9-MxD2nlA3BC5C4uEEwWgG6qpjPw$), given their individual circumstances. As of June 2023, DFFH does not require evidence of COVID-19 vaccination status.

# Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact Workforce Services via email at [COPLWorkforceServices@dffh.vic.gov.au](mailto:COPLWorkforceServices@dffh.vic.gov.au)

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at [aboriginaldiversityinclusion@dffh.vic.gov.au](mailto:aboriginaldiversityinclusion@dffh.vic.gov.au)

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing’](https://www.dffh.vic.gov.au/about) <www.dffh.vic.gov.au/about>.

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