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| Position description |
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| Position title: | Unit Manager (Complex) |
| Branch/Division/Team: | Community Operations and Practice Leadership| Statewide Disability and Housing Operations | 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: | DDSO4 |
| Salary: | $99,597 - $108,228 (plus superannuation) |
| Position reports to | Operations Manager, Forensic Residential Services |

# Role purpose

Unit managers (Complex) working at DDSO-4 level provide specialised practice leadership and/or management 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 within Forensic Residential Services.

## 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 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 DDSO4 level, you will:

1. Provide practice leadership, offering specialist services and advice in relation to clients, and will work closely with other service providers or as a sole operator at a divisional or broader statewide level.
2. Advocate within the broader community, on behalf of clients and their families, to support inclusion, participation, respect for rights and a commitment to effective service delivery.
3. Work with complex clients to provide access to resources intended to ensure an agreed level of care and quality of life.
4. Undertake research (for example, interviews) and analysis, and develop appropriate action plans, in cases where client or family circumstances are complex or unpredictable and/or where police or mental health services are involved.
5. Prepare detailed reports, or provide data, including service trend data, within area of responsibility for department use.
6. Contribute to departmental records on people with disabilities at a programmatic or systems level and assist staff with more complex departmental reporting issues.
7. Participate in the development and implementation of 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, within area of responsibility.
8. Participate in staff planning and service functioning across multiple sites, including:
   * + 1. roster development, staff replacement, staff recruitment, leave planning and work allocation processes
       2. 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
       3. review staff decisions and performance
       4. monitor legislative and systems compliance across a range of department processes
       5. manage return-to-work process and related internal risk management
       6. monitor and evaluate service performance and effectiveness and implement changes to improve quality and responsiveness, with support from senior management
       7. exercises financial accountability relevant to the role.
9. Interpret client data (including whole system analysis) to identify appropriate actions to meet client interests at a whole service or group level.
10. Participate in strategic planning for specific services and inform policy development and related decision-making processes to enable innovation.
11. Attend, brief and represent the department, including in public settings and share outcomes of meetings with relevant staff.
12. Convey information including department strategy, to clients and their families, and other people in the lives of clients.
13. Develop relationships within the broader community to help ensure the best possible outcomes for people living with disabilities.
14. Participate in developing and maintaining collaboration including offering and receiving feedback and providing peer review.
15. Share new strategies with colleagues and provide leadership to staff.
16. Lead internal or community information sessions or consultative processes.
17. 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 and to negate risk.
18. Communicate effectively with community agencies, health care practitioners, government departments and advocacy groups on matters requiring a detailed understanding of disability policy objectives.
19. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
20. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
21. Manage and assist as part of a team incidents related to challenging behaviours and implementing behaviour support strategies and positive behaviour support plans according to legislative requirements
22. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

# Key selection criteria

### Knowledge and skills

1. Problem solving: seeks all relevant information for problem-solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness and adjusts actions as required.
2. Service excellence: constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same; takes responsibility for correcting problems promptly and without becoming defensive; makes specific changes in work methods to improve outcomes, quality and timeliness of service; monitors client and stakeholder satisfaction.
3. Leadership: builds a cohesive team with clarity around goals and accountabilities; obtains needed personnel, resources and information for the team; supports individuals and the team, delegating responsibilities appropriately; brings together the best possible group to achieve objectives.
4. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.

**Personal qualities**

1. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
2. Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
3. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

## Qualifications and mandatory requirements

* Positions at the DDSO4 level require an 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 and shifts may be required to drive clients to appointments 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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