

POSITION:	Manager Capability and Innovation
REPORTING TO:	General Manager Operations (or a delegate)
DIRECTS REPORTS:	Chief Quality Officer, Chief Policy Officer, Chief Projects Officer
KEY RELATIONSHIPS:	Chief Executive Officer, General Manager Operations, General Manager Business Services, Manager Client Services, Program Leaders, Policy Officer, Training Officer and Data Officer.
POSITION STATUS:	1 EFT Fixed term (ending 22 December 2019)

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the General Manager Operations (or a delegate) the Manager Capability and Innovation will:

- Lead a team of experienced workers to encourage, support and develop effective evidence-based systems and the adoption of innovation, quality strategies and tools to support **safe steps** to meet expectations and identified outcomes;
- Implement and drive opportunities to apply innovation tools and techniques that are evidence based and deliver against **safe steps** Strategic and business Plans;
- Implement and evaluate continuous improvement practices to ensure service standards are achieved integrating quality, training, data and policy;
- Develop, implement and maintain a service related stakeholder engagement strategy that includes maintaining positive state-wide and local area relationships
- Oversee the development and delivery of a training calendar that responds to the needs of both internal and external audiences
- Build, embed, and maintain a 'whole of organisation' evidence-based approach to measuring outcomes through innovative and integrated data collation and analysis methods
- Take carriage of the end-to-end quality accreditation processes including managing the policy and procedures framework, development and review process
- Manage the successful delivery of a range of innovative projects including (but not limited to) the core and cluster accommodation facility, refuge accommodation register, Attend Anywhere, a statewide afterhours response, information sharing, rainbow tick and other intersectionality initiatives
- Constructively represent the interests of **safe steps** in external forums and government meetings including those that relate to the Victorian Royal Commission into Family Violence and the broader social services reform agenda.

2. ORGANISATIONAL CONTEXT

safe steps Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing family violence.

It is now a state-wide incorporated association funded primarily by, but not exclusively the Department of Health and Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides three complementary services:

- A crisis telephone information, support, advocacy and referral service;
- A trauma counselling service for women experiencing family violence and sexual assault;
- A high security supported safe house accommodation service.

The organisation has a strong social change agenda that operates across three key pillars; prevent, respond and recover and provides community education, advocacy and awareness raising.

The organisation operates out of three separate work locations, one of which houses the 24/7 immediate response telephone service, another administration, and the other which provides accommodation.

safe steps is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$12 million; it employs more than 80 full-time staff, part-time staff, volunteers and students to support the work of the organisation.

The Manager Capability and Innovation is based at the **safe steps** head office in North Melbourne, however, working across all site maybe required.

The Manager Capability and Innovation is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

safe steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES

Leadership

- Provide strong leadership, management and direction to the team to undertake a range of programs and activities in accordance with **safe steps** strategic direction
- Participate as a constructive member of the executive Team and contribute to the development, implementation and monitoring of key organisational platforms including the strategic and business plans
- Work across, up and down as may be required from time to time to meet organisational requirements including acting for Manager Client Services as required
- Ensure that all new initiatives are embedded into the organisation fall within a values-based framework, align to the strategic direction, and are representative of the **safe steps** brand
- Take carriage of, and manage, a range of integrated program areas such as data collation and analysis, training and community education, policy and advocacy and quality improvement
- Represent **safe steps** on a range of networks and advisory committees as required

Quality Improvement

- Manage existing quality commitments
- Lead the quality assurance and continuous improvement strategies, evaluation and accreditation process;
- Act as a key internal contact for all quality reviews and accreditation
- Review and develop frameworks, policies and procedures
- Manage the development and implementation of the quality work plan
- Chair a Quality Committee and drive and report on the Quality Action Plan
- Facilitate audit recommendations to implementation
- Develop, monitor and report on quality indicators and advise the executive on best practice quality systems and approaches
- Review current program areas to assist them with their outcome process and how they are measuring this
- Strengthen the delivery of quality systems including data collation and analysis, monitoring and evaluation
- Act as a resource to staff on continuous quality improvement, monitoring and evaluation
- Work with the Executive Team to develop an outcomes framework

Capability

- Manage the development, implementation and evaluation of new service initiatives
- Oversee and participate in the development, delivery and evaluation of a training and education framework for both internal and external audiences
- Work with client and business service Managers to develop an integrated approach to the implementation of IT and technology improvement strategies
- Work in consultation with the client and business services Managers to embed new service programs into the organisation
- Develop and embed an evidence-based impact framework to demonstrate the value **safe steps** adds to the community
- Oversee the policy and advocacy portfolio and ensure that the voices of women and children are included in legislative and government review processes
- Work with the Manager Client Services to align the service model to desired client outcomes, within budget and contract requirements

Innovation

- Develop strategies and lead initiatives to foster innovation and drive innovation methodologies; such as imbedding the impact framework into **safe steps** policy, training, quality and service delivery
- Evaluate, and where relevant, facilitate new opportunities to drive innovation and excellence in policy and regulatory design and implementation
- Evaluate and, where appropriate, integrate into existing service provision emerging innovative service initiatives
- Oversee the integration of data analysis methodology and the development of a suite of data collation tools that evidence a 'whole of organisation' approach to outcomes driven success measures

Project Management

- Support all project leaders to develop project plans that are measured against desired outcomes and timeframes
- Oversee projects so that they identify and manage risk and identify trends and actions for improvement
- Manage new service key projects in consultation with the Client Services Manager from the development to their integration such as the core and cluster service model, refuge accommodation register, Attend anywhere, state wide afterhours project and the interface between **safe steps** and the support and safety hubs
- Manage the develop of and integration of the diversity and intersectionality portfolio including rainbow tick accreditation, the disability action plan, and a cultural audit

Stakeholder Engagement

- Lead the development of strategic service relationships to grow the organisations reach and impact within the social service system against a rapid reform agenda
- Seek opportunities to collaborate with internal and external stakeholders to build and extend innovation capability across **safe steps** to drive growth and operational efficiency

- Develop, maintain and evaluate a state-wide stakeholder service engagement strategy including negotiating formal agreements between partner agencies and suppliers as may be required
- Convene and maintain positive key stakeholder relationships for State and Federal stakeholder networks as required

Other Requirements

- Abide by all organisational policies and procedures, including the delegations schedule and all workplace health and safety legislation and guidelines.
- Prepare reports for the Executive Group, CEO and Board as required
- Attend, and participate constructively, in meetings, trainings and supervision as required
- Other duties as may be required

4. KEY SELECTION CRITERIA

Essential

- Sound understanding of Quality Accreditation requirements
- Experience in quality auditing or accreditation systems in the community sector
- Demonstrable skills in project management and change management
- A strong understanding of monitoring and evaluation
- A strong understanding of clinical governance
- Evidenced experience in leading family violence services
- Demonstrated high level communication and interpersonal, facilitation and consultation skills and the ability to effectively communicate with board of directors, senior management, internal and external stakeholders and staff
- Demonstrated written and verbal communication skills which meet the target audience needs, including the ability to plan, develop, and deliver, clear and comprehensive reports and presentations;
- Demonstrated ability to: Build strong working relationships with stakeholders; practice sound consultancy services for executives and the CEO on a range of quality and development issues; contribution to teams; and build strong internal and external networks;
- Commitment to the living expression of **safe steps** values; non-violent, empowering, feminist, ethical and respectful, collaborative, authoritative and evidence-based;
- Expertise in developing and implementing initiatives to foster capability and innovation;
- Demonstrated experience in the delivery of service standards across quality, training and data;
- A current Victorian Drivers Licence, a current Working With Children Check and willingness to undergo a National Police Check.
- A relevant tertiary Degree

5. EQUAL OPPORTUNITY EXEMPTION

safe steps has an Equal Opportunity exemption to employ only women —EO Exemption H42/2017

6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available. This position does not attract penalty rates.

LOCATION & HOURS OF WORK

The role will initially be working at **safe steps'** Administrative offices however you may be required to work at one of **safe steps** Family Violence Response Centre's other locations either temporarily or permanently.

The position will work 76 hours per fortnight (1.0 EFT). From time to time, it is expected additional hours will be worked, including after hours to support key initiatives and events.

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of **safe steps** Family Violence Response Centre, its operations, and its clients and supporters.