

## Position Description

<b>Position Title:</b>	General Manager, Community Identity and Practice
<b>Portfolio:</b>	Client Services
<b>Location:</b>	Bendigo. Regular travel to other locations will be required.
<b>Reports To:</b>	Group Director, Client Services

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalised and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

## CatholicCare Victoria Values

Values	Behaviours
<b>Respectfulness</b>	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
<b>Integrity</b>	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
<b>Inclusivity</b>	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
<b>Collaboration</b>	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

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<b>Compassion</b>	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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## About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation - Programs which enable individuals and families to participate within communities.
- Community Wellbeing - Programs which assist the wellbeing of families in contemporary society.
- Community Identity and Practice – responsibility for the expression of Catholic Social Teaching Principles and Leadership across the organisation, and oversight of Pastoral Services and Professional Clinical Practice

## Position Summary

The General Manager provides overall strategic and operational leadership and management of the Client Services Community Identity and Practice portfolio (“the portfolio”) to ensure quality, viability, innovation and growth in service delivery and professional practice.

The Client Services Community Identity and Practice portfolio consists of the following programs, services and functions:

- Catholic Mission and Identity
- Pastoral Care Services - Hospital & Prison Chaplaincy
- Professional Practice across CCV
- Partnership and Collaboration with other Catholic Entities

The General Manager will work collaboratively with the other General Managers to ensure that a cohesive team delivers the best and most consistent results for our clients across CatholicCare Victoria.

As a key member of the Leadership Team, the General Manager will model the values of the organisation and demonstrate high standards of work performance which will positively influence teams and individuals. This particular role has been targeted to be based in Bendigo to assist with leadership development and senior management representation following the establishment of CCV.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Strategic and Business Planning	<ul style="list-style-type: none"> <li>• Support the Group Director, Client Services in preparing and implementing strategic and business/operational plans and budgets for Client Services aligned to the Mission and strategic plan of CatholicCare Victoria</li> </ul>

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	<ul style="list-style-type: none"> <li>• Translate strategic priorities for Client Services into operational/business plans for the Portfolio in consultation with the Group Director, Client Services</li> <li>• Ensure the implementation and monitoring of operational/business plans within the Portfolio to meet the service requirements and strategic objectives</li> <li>• Contribute to other strategic, business and program planning processes as required</li> </ul>
Catholic Mission and Identity	<ul style="list-style-type: none"> <li>• Lead the expression of Catholic Mission and Identity actively support the implementation of the Mission and Values of CatholicCare Victoria and Catholic Social Teaching, in particular subsidiarity, solidarity, human dignity and common good.</li> <li>• Design and executing an ongoing work plan that identifies key strategic goals in support of mission integration at all levels across CCV.</li> <li>• The General Manager is the Executive representative of the CCV Board's Mission &amp; Formation Subcommittee chaired by the Board's appointee. In this aspect of the role, the General Manager provides support for CCV's Executive team, Senior managers and managers, People &amp; Culture and others around how to view the diverse aspects of organisational life through a mission lens.</li> <li>• Maintain and develop key stakeholder relationships with other Catholic entities such as other Dioceses, Catholic Education Archdioceses across Victoria , CSSV, CSSA and other Catholic Service Providers</li> </ul>
Program Delivery and Client Outcomes	<ul style="list-style-type: none"> <li>• Lead and review the operation of Pastoral Services across CCV</li> <li>• Ensure the delivery of evidence-based client services and practices within Portfolio</li> <li>• Ensure enhancement of client outcomes</li> <li>• Oversee the effective management of programs within portfolio by direct reports</li> <li>• Commit and implement an evidence-based framework to consider planning, evaluation and development of programs</li> <li>• Ensure that program delivery for clients meets relevant contractual, legislative and other requirements</li> <li>• Ensure that practice frameworks, practice guidelines/manuals are developed and implemented</li> <li>• Oversee program evaluation focused on client outcomes</li> </ul>
Program Performance and Reporting	<ul style="list-style-type: none"> <li>• Ensure the continuous review of all programs within the Portfolio through KPIs in Performance Review Plans and recommend priority improvements to the Group Director, Client Services</li> <li>• Promote a culture of continuous improvement, innovation and collaboration</li> <li>• Actively monitor data and provide quality, timely reports on program performance to ensure organisational and funder targets are met and where possible exceeded</li> <li>• Oversee program acquittals in collaboration with the Performance and Enablement Team</li> </ul>
Contract Management	<ul style="list-style-type: none"> <li>• Foster a sense of shared purpose across funding stakeholders to ensure milestones are delivered on time and on budget</li> <li>• Support the Group Director, Client Services in ensuring contract compliance for all contracts</li> <li>• Liaise with Hospitals and Prisons to ensure that performance milestones are achieved</li> <li>• Monitor and foster the expansion of data capability and data reporting within programs</li> </ul>

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Leadership and People Management	<ul style="list-style-type: none"> <li>• Implement the CatholicCare Victoria Client Services structure within the portfolio consistent with organisational principles and timelines</li> <li>• Lead and provide professional line management to direct reports</li> <li>• Provide support and mentoring to direct reports to promote effective staff management for high performance and a positive staff culture, empowering staff to act within the agreed scope of their role and achieve their objectives</li> <li>• Foster excellence in attraction, development and retention of staff and volunteers</li> <li>• Proactively address any issues around conflict management, grievance management and work health and safety in accordance with People and Culture policies and procedures</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Develop annual operational budgets for the portfolio in consultation with other teams such as Finance</li> <li>• Manage approved budgets within the portfolio</li> </ul>
Relationship Management and advocacy	<ul style="list-style-type: none"> <li>• Effectively represent CatholicCare Victoria with external stakeholders to support the achievement of CatholicCare Victoria's strategic objectives and to position CatholicCare Victoria as an influential leader in the community sector</li> <li>• Work effectively with internal colleagues particularly other General Managers and the position's direct reports</li> <li>• Support the Group Director, Client Services in participation in relevant government and external forums to position CatholicCare Victoria as a key stakeholder and credible organisation</li> <li>• Contribute to policy analysis and research reports to inform internal strategy and practice improvements, and to contribute to external submissions and thought leadership.</li> <li>• Provide leadership for the development and submission of funding proposals and tenders in this portfolio area</li> </ul>
Research and Evaluation	<ul style="list-style-type: none"> <li>• Assist CCV to develop partnerships with Universities in collaboration with our Schools Unit and;</li> <li>• Assist CCV to partner with Universities to undertake practice based research and evaluation</li> </ul>
Quality and compliance	<ul style="list-style-type: none"> <li>• Ensure quality accreditation requirements within the portfolio are met and where possible exceeded</li> <li>• Ensure funder contract compliance requirements and outcomes, including productivity measures, are achieved</li> </ul>

The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under broad strategic and operational direction of the Group Director, Client Services. The Catholic Mission and Identity component will have a dual reporting function to the CEO.

### Position/s reporting to the General Manager:

Spiritual & Pastoral Care Leader-Senior Catholic Chaplain (Prisons & Youth Justice); Healthcare Chaplains; The position is responsible for providing direct leadership and management to other direct reports in the Portfolio. A new Position related to Professional Practice and Clinical Supervision across CCV will also report to this position.

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**Authority:**

The General Manager works under the broad direction of the Group Director, Client Services with responsibility for strategic and operational planning in the Portfolio. The position works with a significant degree of autonomy and has significant delegated authority.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

**Position Breadth:**

The General Manager is accountable for multiple, complex programs with significant funding, budget and accreditation responsibilities across CatholicCare Victoria.

**Stakeholder Relationships****Internal Relationships:**

The General Manager:

- operates as a member of the Client Services Leadership Team across CatholicCare Victoria as required
- works closely with other General Managers and the position's direct reports
- collaborates with other teams including but not limited to the Executive Team, leadership and operational teams
- works closely with the Performance and Enablement Team to ensure financial and operational accountability, reporting and viability of programs and services
- works closely with the People and Culture Team to ensure a positive workplace culture, embed behaviours that matter and implementation of People and Culture policies and procedures, and values.

**External Relationships:**

The General Manager establishes and maintains key external relationships including but not limited to:

- participation in networks, alliances and partnerships in the community sector, including peak bodies
- representing CatholicCare Victoria in external forums
- liaison with State, and philanthropic funders, Spiritual Health Victoria, Safer Care Victoria and Multifaith Prison Chaplaincy Leaders Group; Chaplaincy Advisory Committee.
- With the Archdiocese of Melbourne and the Vicar General's office, particularly in regard to the Accreditation process for "Lay Ecclesial Ministers" (parish based pastoral associates and public sector based "lay chaplains") and other Dioceses across Victoria
- contributing to successful relationships with stakeholders including, other health and community service organisations, parishes, schools, donors and others

**Organisational Responsibilities of the Position****Workplace Health and Safety (WHS)**

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;

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- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

### **Cultural Safety and Respect**

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

### **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

### **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct*;
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Relevant tertiary qualification, preferably in Business, Human Services or Community Development or similar related discipline

### **Experience**

2. A proven track record of professional experience including demonstrated success in senior leadership roles
3. Demonstrated experience developing and implementing portfolio wide strategies for program excellence

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4. Demonstrated experience managing seasoned, diverse teams operating multiple client services programs across a broad geographical area

### **Knowledge, Skills and Attributes**

5. Demonstrated knowledge of budget development and oversight across multiple teams
6. Proven skills and experience in establishing and maintaining stakeholder and networking relationships
7. Demonstrated ability to work autonomously and as a key member of a leadership team
8. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers.
9. Demonstrated interpersonal, written and verbal communication skills
10. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
11. A collaborative management style
12. Sensitivity to understand and respond to the needs of different audiences
13. Preparedness to travel, as and when required, to different locations

### **Child Safety**

14. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

### **Other Requirements**

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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## Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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