



## Family Programs Position Description Family Programs Manager

Program:	CatholicCare Family Programs
Location:	South
Reports To:	General Manager Family and Community Services
Approved by:	Chief Executive CatholicCare Tasmania
Version:	April 2021
Award:	Social, Community, Home care and Disability Services Industry Award 2010
Classification:	Social and Community Service Employee Level 7
Full Time Equivalent:	Permanent Full Time
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

### Our Mission

CatholicCare engages to further the healing and saving mission of Jesus Christ in the world by conducting works that enable healing of the whole human person. We seek to enhance the human life of people by offering the full Christian vision for human life. CatholicCare seeks to foster a love for the poor and the vulnerable, a spirit of humble service, of mercy and compassion for all.

### Our Values

Our values are informed by Catholic Social Teaching which provides a rich treasure of wisdom about building a just society and living our lives amidst the challenges of modern society:

- Respect for the life and dignity of every human person as created by God.
- Promotion of the family as the fundamental cell of society.
- Compassion and service.
- Mercy, the love of self and love of neighbor.
- Solidarity and fraternity in pursuit of the Common Good.
- Preference for the poor and the vulnerable.
- The dignity of work and the rights of the worker.
- Stewardship and care for God's Creation.
- Honesty, integrity, and faithfulness.

### Organisational Environment

CatholicCare Tasmania is the primary social services agency of the Catholic Church across Tasmania. We have 60 years' experience delivering a wide range of services and support to improve individual, family and community wellbeing. Our services are available open to all with a particular focus on families, young people and children.

We are accredited by the Australian Childhood Foundation as a Safeguarding Children organisation. CatholicCare is committed to safeguarding children, young persons and vulnerable adults in all programs, activities and recruitment. In its delivery of services to vulnerable persons, CatholicCare Tasmania requires the highest level of

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ethical and moral practice. This needs to be exemplary in the delivery of services to children, who constitute arguably, the most vulnerable group of all. Developing an organisational culture of respect and integrity will generate improvements in CCT workers' ability to safeguard children in their care.

CCT has an absolute commitment to the protection of children and young persons from all forms of abuse and neglect. CCT expects all workers, regardless of their organisational role or responsibility, to act to safeguard children from such harm by:

- Adopting the practices in the Behaviour Guidelines that are the standard when carrying out their duties.
- Reporting any instances of abuse or neglect of which they become aware to management and/or external authorities responsible for child protection or to the police, regardless of whether that abuse is being perpetrated by workers/personnel within the CCT organisation, or by persons external to the organisation including those from the child's family, extended family, family networks or strangers.

Adherence to CatholicCare Tasmania's Safeguarding Children Principles and Children's Policy are mandatory for each worker and are issued to each worker at commencement. All workers must be committed to upholding the guidelines and policy to ensure that unsafe practices in these areas are minimised if not eliminated.

Failure to observe and uphold these guidelines and policy will be viewed as misconduct, and appropriate disciplinary action will be taken. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension and/or dismissal or withdrawal of volunteering agreements. In addition to any internal disciplinary proceedings, any instances in which a breach of the law has or may have occurred will be reported to the police.

### Primary Objectives:

CatholicCare Tasmania's Family Programs recognise family as the fundamental cell of society, delivering child centred family focused services. Family Programs actively promote and encourage positive parenting, which creates an environment of safety and wellbeing in which children flourish and reach their fullest potential. The Program Manager position's objective is to manage and coordinate all Family Program service delivery activities which includes supporting a strong professional team in delivery of contracted program requirements, fee for service activities and CatholicCare's self-funded program 'the Francis Project'.

The Family Reunification and Family Preservation, Pathway Home Program works with families whose children are at risk of entering into, or who are in Out of Home Care as defined by the Children, Young Persons and their Families Act 1997. The service provides a range of home-based outreach support, group work, life skills and parenting education with the aim of supporting children and their family to achieve safety and wellbeing to sustain family reconnection/ restoration.

CatholicCare's Kinship and Foster Care Program supports foster and kinship carers to develop their capacity through the provision of home-based outreach support, and evidence-based education to assist carers undertaking their incredibly important role.

CatholicCare Family Programs offer a number of licensed, accredited parenting education group work programs including Circle of Security, Bringing Up Great Kids, Triple P and Triple P Teen, Tuning Into Kids and Tuning Into Teens. These evidence based group work programs increase parenting capacity through supporting care givers learning and knowledge of attachment theory, emotion coaching, reflective parenting, and establishing family routines and boundaries.

CatholicCare's Community Based Supervised Contact program is created from the evidence-based KConnect program. The service is an eight-week therapeutic service supporting contact between child/ren and their non-custodial parent in a natural setting. Referrals for this fee-for-service program are from Child Safety Services. The program aims to strengthen relationship between the child/ren and parent, and reduce anxiety associated with supervised contact sessions.

The Francis Project, is an internally funded program assisting prisoners to strengthen their parent-child relationships, supporting the family to connect with professional supports, and to build positive connection between prisoners, their families and communities.

## Major Accountabilities:

### Interpersonal and communication style:

- Create a harmonious and productive working environment by setting and adhering to high personal integrity and performance standards at all times
- Ability to develop and maintain respectful and effective working relationships within the workplace
- Act in a professional manner at all times when dealing with internal and external clients and stakeholders
- Treat all clients with respect, dignity and equality, whilst being responsive to their needs
- Maintain confidentiality on all issues relating to clients, colleagues and the organisation
- Ensure that the General Manager Family and Community Services is fully briefed on all matters relating to delivery of services including the well-being and safety of team members and all people accessing services

### Professional / technical elements:

- Sound understanding of theories and principles which underpin the provision of family support services to all members of the community
- Demonstrate sound research, problem solving and analytical skills
- Compile both formal and informal high-level reports within agreed timeframes
- Deliver change in the context of service modernisation, redesign and improvement as evidenced through research and any changes in community or legislation
- Develop, plan, manage and lead projects designed to improve outcomes for people accessing services
- Undertake responsibility, appropriate decision making and exercise initiative and sound judgment for all aspects of service delivery in consultation with the General Manager Family and Community Services
- Demonstrate competency in the use of current business technologies such as Microsoft Office applications, mobile phones and client/ service databases

### Financial and organisational activities:

- Exercise sound financial management of the service in consultation with the General Manager and the Archdiocesan Finance department
- Determine spending priorities within the parameters of the program budget
- Ensure all budgets are carefully managed and resources are fully maximised
- Provide monthly reports to the General Manager
- Manage all contracts are per agreed and written requirements, ensuring that all funding body reporting requirements are met
- Actively participate in broader organisation operational and strategic activities including promotion of a positive work place culture

### People management or teamwork activities:

- Ensure the effective recruitment, induction, professional supervision and annual performance appraisals of all program team members, actively promoting on-going professional development to ensure workers and practice are current and up-to-date with emerging trends and research findings maximising their contribution to the achievement of program and agency goals and outcomes
- Foster a culture of safety, creativity and flexibility, with employee motivated to adapt to a changing and dynamic working environment
- Actively participate in team meetings, employee general conferences, annual performance appraisals and professional development opportunities
- Provide professional expertise and act as a consultant to colleagues, fellow and senior managers in matters related to the provision of families and children, advice and support services and be accountable for that advice

#### Compliance requirements of quality control activities:

- Develop and maintain appropriate data collection systems to assist in monitoring activity and assessed and emerging need
- Demonstrate ability to ensure that work practices and reporting complies with the terms of all funding body Service Agreements and KPIs
- Development of and participation in on-going program and Agency strategic plans and direction
- Evaluate and review all processes, including Quality Improvement processes
- Participate in any internal or external audit requirements, ensuring that services meet nationally accepted standards of practice
- Demonstrate an understanding and knowledge of all external legislation and internal policies that relate to the position and CatholicCare Tasmania, ensuring that all services meet legislative requirements and standards. Take all reasonable and practical steps to ensure all work areas and practices are consistent with Workplace Health and Safety Standards and legislation

#### Personal accountability level:

- This role reports directly to the General Manager Family and Community Services
- This role has direct responsibility for employees of Family Programs
- The role will work with a relative degree of autonomy and responsibility, ensuring the effective delivery of all Family Programs services
- This role will exercise appropriate initiative and professional judgement in relation to ensuring service delivery meets all quality standard practices and ISO 9001:2008 standards
- Ensure the service adheres to all practices, policies and procedures of CatholicCare Tasmania which includes relevant Archdiocese of Hobart policies

### Risk and Work Health & Safety

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for health, safety and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

The Archdiocese of Hobart expects all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

### Key Communications Linkages:

This position will regularly communicate with the following people and teams:

- General Manager Family and Community Services
- CatholicCare Tasmania's Executive Team
- Fellow CatholicCare Managers and Coordinators
- All members of the Family Support team
- All members of the Archdiocesan of Hobart Corporate Services Team
- Child Protection Services (Managers and Case Managers)
- Tasmanian Prison Services
- External stakeholders

### Selection Criteria

- Commitment to the vision, mission and values of CatholicCare Tasmania; and a broad understanding of the operation of the Catholic Church in Tasmania

- Demonstrated skill and experience in managing teams who are working with young people and families presenting with high and complex needs, within Family Support Services, Child Protection Services or related sectors
- Detailed knowledge of children’s safety and wellbeing needs, and the impact of trauma on childhood development including an understanding of impacting issues such as family violence, mental health, substance abuse, child neglect and maltreatment.
- Demonstrated experience in planning, developing and implementing a diverse range of Programs and services
- Demonstrated experience managing people and performance, including recruitment, objective setting and measuring and monitoring workplace outcomes
- Developed leadership and negotiating skills with the ability to maintain relationships within workplace teams, organisationally and with external stakeholders and funding bodies
- Possess a sound knowledge and comprehensive understanding of Quality Assurance, Evaluation Processes, and relevant statutory requirements, including Mandatory Reporting, Workplace Health and Safety, Duty of Care, Privacy and Confidentiality, Children, Young People and their Families Act and Anti-discrimination legislation.

Essential Requirements	
Qualification requirements	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work, Psychology, or equivalent.</li> <li>• Experience in service delivery of Family Support Services, Child Protection Services, or a related community services area.</li> </ul>
National Police Criminal History Check	Satisfactory police check, to be completed on a 3-yearly basis from commencement. Crimes involving violence, aggression, drugs, fraud, dishonesty, and excessive motor vehicle related offences would be cause for discontinuance of employment.
Working with Vulnerable People registration	Must maintain current and valid Working with Vulnerable People registration; and must carry evidence of this at all times.
Drivers Licence	Maintaining a current unrestricted driver's licence is a requirement of this role.