



## Position Description

<b>Project Officer – Program Manager Family Violence</b>	
<b>Award or EBA:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026
<b>Classification/Grade:</b>	Grade 6
<b>Directorate:</b>	Mental Health, Family Violence and Community
<b>Reports to:</b>	General Manager Mental Health, Family Violence and Community
<b>Direct Reports:</b>	Team Leaders - 5

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



**Inclusion**

We create an equal and more respectful world by making space and standing with people of all backgrounds.



**Integrity**

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



**Excellence**

We believe in extraordinary service and we achieve it by going the extra mile to help others.



**Innovation**

We look to a better and brighter tomorrow to shape the potential today.



**Collaboration**

We work together to nurture the ideal conditions for our community to thrive.

## About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the [DPV Health Way](#). This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

## About this role

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The Program Manager, Family Violence provides leadership and operational governance of the program. The Program Manager, Family Violence contributes to the strategic development of Family Violence service provision and broader strategies that contribute to prevention, early intervention, therapeutic interventions and safety.

Leading services underpinned by a prevention of violence model, which holds people using violence accountable, the Program Manager will seek to innovate and improve a sustainable and quality family violence service which ensures client's needs are met and risks are mitigated. This role will lead the expansion of a suite of family violence services including from a variety of funding sources and program types.

The incumbent will contribute to the organisation's strategic goals and direction of the Mental Health, Family Violence and Community Directorate, ensuring the strategic and operational quality and change management activities are integrated and aligned with the value and goals of DPV Health.

Program Managers have individual and collective responsibility to actively engage in building a strong, effective and resilient organisational culture. The position is directly accountable to the General Manager Mental Health, Family Violence and Community.

The emphasis of this role will be on:

1. Practice excellence,
2. Consolidation and growth
3. Implementation of new programs and expansion of existing programs to meet increased service demand and embrace new opportunities.
4. Fostering collaborative working relationships with other key service providers and planning bodies in the region including FSV, DFFH and other key specialist providers.

## Roles Key Accountabilities

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- Leadership – apply a transformational leadership style to:
  - ❖ Inspire and support a group of dedicated clinicians to empower and resource clients and their families in their recovery journey;
  - ❖ Nurture a person-centred, trauma informed team culture;
  - ❖ Foster growth in an exciting and competitive environment;
  - ❖ Expand workforce to be inclusive of lived experience workers;
- Implementation - Ensuring key clinical governance structures including regular clinical review and handover meetings are in place
- Quality improvement – developing, updating and keeping policies and procedures current, managing accreditation and quality improvement processes
- Operational accountability -produce regular verbal and written reports on program's performance against funding, operational and quality targets
- Professional support – providing consistent and frequent professional guidance, direction, supervision and line management

- Active participation in the transformation and expansion of the family violence program by identifying opportunities through partnerships and market opportunities. Joint responsibility in conjunction with General Manager with support from Coordinators for reporting and grant submissions and tenders, reviews, evaluations, service delivery procedures and work instructions
- Practice expertise – apply your practice expertise to guide leadership decisions, program design, service delivery, evaluation and improvements.
- Negotiate, advocate and influence partner agencies to benefit of clients primarily and to DPV Health secondarily
- Represent DPV Health at strategic and sector forums
- Other responsibilities include:
  - ❖ Participation in Leadership and Management forums
  - ❖ Design, implementation and evaluation of service elements to ensure DPV Health remains a lead quality provider of family violence services
  - ❖ Full oversight and management of budgets, financial systems and resources
  - ❖ Site management
  - ❖ Staff recruitment
  - ❖ Overseeing client relations and records
  - ❖ Broad oversight of case review processes and practice reviews
  - ❖ Management and facilitation of organisation wide committees and working groups
  - ❖ Networking, liaising, and collaborating with a broad range of organisations, peak bodies, funding bodies and government departments

### **Key Capabilities**

- Shapes strategic thinking by harnessing information and opportunities to inspire a sense of purpose and direction
- Exemplifies personal drive and integrity – Able to demonstrate resilience and demonstrates self-awareness and a commitment to personal development
- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, clients, and external partnerships with a focus on stakeholder management
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies

### **Service Delivery**

- Meet FSV contractual requirements
- Support Team Leaders and staff in all aspects of service delivery and ensure that practices are consistent with clinical governance requirements
- Identify in consultation with Team Leaders professional development requirements of staff and ensure a professional development program is in place
- Develop the program to ensure that care planning and discharge planning commences on entry with timelines established for the episode of care.

### **Reporting, System and Analytics**

- Develop key relationships with external and internal providers to ensure that clients have access to the services they require when they require them.
- Ensure that all reports internally or externally meet required timelines.
- Continually review adherence to the practice model established by DPV and model fidelity with the Orange Door and Family Violence Core programs as articulated by the FSV funding agreement and associated program and practice guidelines.

- Actively use and promote the use of DPV Health systems such as TRAK, VHIMS, MyBookings, ELMO and others

#### **Financials, Budgets, Target, Funding**

- Identify opportunities to enhance the financial sustainability of the Family Violence Program
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for the Family Violence Program

#### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

#### **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

#### **Risk Management and Compliance – Quality and Accreditation**

- Ensure documentation supports both quality and department standards
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks

This position description contains the key responsibilities and associated performance indicators for this position. The list of key requirements is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

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### **DPV Health Requirements**

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- Current Victorian Drivers Licence
- NDIS Worker Screening Check
- Travel between sites is required
- Valid Working with Children Check
- Satisfactory Police Check and International Police Check
- Vaccination Status as per category

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### **Authority**

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The occupant of this position has authority as per the delegation manual.

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### **Key Selection Criteria**

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#### **Qualifications**

- Psychiatric Nursing, Social Work, Occupational Therapist or Clinical Psychology (Masters, PhD or Doctorate)
- Management Qualifications are desirable.

#### **Knowledge & Skills**

- Demonstrated ability to innovate and work effectively in a rapidly changing environment
- Well demonstrated leadership skills including the ability to lead and manage a program and the capacity to plan work, motivate staff and monitor performance within the requirements of family violence sector and work culture
- High levels of emotional intelligence and the ability to effectively lead, engage and work with multidisciplinary teams, clients and other stakeholders
- An understanding of contemporary management theories and an ability to apply them
- Proven capacity to build and maintain effective relationships with senior representatives in government and external agencies
- The ability to collaborate effectively with colleagues and work as part of a professional team demonstrating a commitment to the delivery of high quality services to hard to reach and/or marginalised client groups
- Ability to ensure compliance with funding, target, quality and other reporting requirements
- Excellent understanding of intersectionality health
- Ability to initiate and organise responses to government policy direction and departmental requirements and to develop high quality submissions
- A strong commitment to clinical excellence and creating a culture that delivers on excellence

**Leading a team**

- Demonstrated experience of managing teams
- Provide clear direction and support. Manages competing priorities
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.

**Leading Change and innovation**

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- An ability to lead and participate in change and innovation

**Client Focussed (internal and external)**

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)

**Quality and Commercial Focus / Planning and being Organised**

- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements

**Communication and an Interpersonal Approach**

- Excellent written and verbal communication skills.
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.

**Employee Acknowledgement**

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I, \_\_\_\_\_, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature \_\_\_\_\_ Date \_\_\_\_\_