



Position Description

Operations Manager OOHC – Hunter-Central Coast Placements

**Wesley Dalmar Out of Home Care
January 2023**

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Operations Manager – OOHHC

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar Out of Home Care

Wesley Dalmar is a leading Out of home care provider with a strong history of care provision within a contemporary society, accredited by the Office of Children’s Guardian and regulated by the OCG standards. This care

Service provision is person and family centred to promote children and young people’s rights and needs, allowing them to achieve their potential. The Out of home care sites manage all placement requirements, with wrap around and central support teams assisting with specialist and governance oversight requirements.

Permanency is a key driver for our work, as we seek to ensure that all children we care for are in the best possible placement to meet their needs and achieve their potential. Our work is underpinned by the legislated hierarchy of the Permanent Placement Principals.

Overview of role

Wesley Dalmar is a fostercare and adoption agency operating in the out of home care area within NSW. The goal is to provide services that enable children and young people to reach their potential. This is done through service provision that focuses on permanency – be that to their own family (prevention/restoration), their extended family (kinship care and guardianship), open adoption to foster carers that become adoptive parents or long term fostercare provision in statutory care.

Key to this being successful are our Wrap Around Support Services and our Central Support Services. The role of the Operations Manager, Hunter/Central Coast Placements is to ensure seamless service provision that enables each child to achieve their permanency plan, working with centralised wrap around teams and other placement teams.



The primary function of the Operations Manager OOHC is to provide leadership, direction and oversight of Wesley Dalmar Hunter-Central Coast region to:

- ensure a quality service which will promote the welfare and interests of children, young people in Out of Home Care and their families and to
- provide safe, stable and suitable placements for children and young people for whom foster care represents the most appropriate placement option for meeting their day to day care and support needs.

The Wesley Dalmar Out of Home Care team has key responsibilities;

- support children and young people in care
- support carers and maintain placements for children and young people in care
- promote and implement the most appropriate permanency care options
- ensure that Wesley Dalmar service provision aligns with:
 - legislated hierarchy of care models
 - Children's Guardian accreditation requirements
 - Portfolio business planning and industry best practices
 - Wesley Mission funding contracts

3. Relationships

Reports to: Head of OOHC – Wesley Child and Family

Works with: Case management teams
Carer recruitment staff and Manager
Wrap around staff and Managers
Intake Co-ordinators
Program Managers Hunter Central-Coast
Operations Managers
Principal Officer
Quality Risk and Support specialist
Corporate support services

Direct reports: Program Managers OOHC Hunter Central Coast
Newcastle Hub Coordinator

4. Major role responsibilities

5.1. Our Clients

- build quality services that can do "*All the good we can*" in "*all the ways that we can*" and provide enhanced quality outcomes
- to lead and manage the Hunter/Central Coast Placement teams to ensure permanency and quality outcomes for children, young people and their families.
- to ensure that we have high performing, professional teams working with children and young people at risk of significant harm through a child-centred, family focused framework.



- to ensure that our services will be professional and focused on resolving concerns for children's safety, welfare and wellbeing, and strengthening the family unit in the community
- ensure that all internal and external client systems, data collection and mandatory reporting is performed effectively, efficiently and within the timeframes required
- ensure that all client facing systems, practice and processes are reviewed and updated through various continuous improvement mechanisms are relevant to the needs to people we serve
- review program systems, data and processes to develop, lead, and advocate a 'most in need' practice model
- Establish and maintain strong stakeholder relationships with
 - Peak bodies (ACWA, ABSEC)
 - Department of Communities and Justice – locally and centrally
 - Carer support groups
- ensure that there are multiple ways for client input and feedback and that all feedback is appropriately recorded, processed, responded to and resolved (if required)
- promote existing practices for working with 'most in need' and identify service gaps with strategies to address areas of 'most in need'
- ensure each program has a strategy to meaningfully engage and consult with their local community
- ensure Program Managers are leading their teams to achieve the best possible permanent outcome for our clients
- ensure that all programs operate within contracted and accreditation requirements

5.1.1 Performance Measures

- 100% of Permanency Support Program client contract KPI's met
- 100% of accreditation requirements met.
- 100% of STEP client contract KPI's met
- demonstrable growth in the range of services available to 'most in need' clients
- demonstrable activity with other relevant Wesley services to support those 'most in need'

5.2 Our people

- lead and manage the Out of home Care placement teams in Hunter/Central Coast NSW
- ensure the professional growth and development of staff within the Hunter/Central Coast Placement teams
- build a creative, professional and positive workplace culture that focuses on the provision of high-quality services to children and families
- ensure that there are sound plans and processes for the recruiting, orienting, developing and retaining staff within Hunter/Central Coast Placement programs
- ensure that all specialist training is delivered and completed



- ensure that there is appropriate systems and processes for the delivery of timely and appropriate support and supervision and an annual performance review process for all staff
- ensure that there is the appropriate level of professional supervision for all relevant staff
- educate, inform and guide managers to deliver a joined up Wesley Mission approach to all activities and campaigns
- ensure that there is multiple ways for staff to have input and provide feedback to management
- ensure that all complaints, misconduct, grievances are acted on promptly and appropriately in a professional manner within the required timeframes
- develop and implement strategy for creating leaders of excellence
- create a team culture of inspiration and passion towards Wesley Mission and its vision by providing opportunities for personal and professional growth
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- ensure teams are abreast of new developments and technological innovations relevant to Wesley Mission's work and review budgets to ensure upgrades are sustainable
- identify and recommend opportunities to increase staff satisfaction
- conduct feedback sessions to ensure team satisfaction and continuous improvement.

5.2.1 Performance Measures

- 80% staff retention rate
- manage staff leave balances including excess leave balances
- staff are fully trained and performance concerns are addressed in a timely manner
- improved results from Gallup Survey findings and action plans are completed

5.3 Our operations

- work with the Head of OOHC, Wesley Dalmar Child and Family, staff from Wesley Dalmar and key staff from Wesley Mission to develop and shape Out Of Home Care as we implement the contract requirements within the Permanency Support Program
- ensure the continuous development and evaluation of the Hunter/Central Coast Placement Services programs
- ensure that any sub-contracted work is provided in line with Wesley Mission processes and FACS contract requirements
- ensure fidelity to professional standards or practice
- provide accurate and timely (internal and external) reports as required
- ensure that all quality and compliance audits are conducted, and all associated actions are completed within the required timeframe
- ensure a process of review and update all relevant manuals, policies and procedures
- review all relevant data as part of the continuous improvement process to shape and inform program design and development
- ensure all staff are capturing and recording all program and client data within the appropriate systems and within the required timeframes



- ensure the reputation and integrity of Wesley Mission is maintained at all times
- pro-active engagement in relevant sector/regional/funding changes

5.3.1 Performance Measures

- regular reporting requirements are met
- 100% compliant with all funding contracts
- All processes comply with accreditation and contracting standards
- 100% actions plans closed out within allotted timeframe

5.4 Our financials

- ensure sound financial management and stewardship within the approved budget
- work with key staff from Wesley Mission's finance team to ensure that all financial data is accurate and reflective of the practice of the individual programs
- ensure your area's year end result is not adverse to budget
- propose new funding initiatives
- maintain TM1, HR and organisational structure charts accurately
- achieve Wesley Mission growth expectations

5.4.1 Performance Measures

- equal or better than budget year end result achieved
- PeopleSoft and TM1 data is 100% accurate
- new funding initiatives proposed
- TM1, HR and organisation structure charts accurately maintained
- growth is achieved according to approved strategic and business plans

5. Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- Attend such functions, meetings, seminars, training courses as directed by your supervisor, in relation to Wesley Mission and the Uniting Church in Australia,
- Attend and encourage team attendance Wesley Mission events and worship services



- Participate in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Policies and Procedures, Industry Specific Policies and Procedures and other relevant documents according to Wesley Mission's Vision and Value Statements
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

6. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- ability to relate well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.
- Understanding of the current child protection service system, policy and practice, and the needs of children in OOHC, including knowledge of legislative requirements:
 - Children and Young Persons (Care and Protection) Act 1998;
 - Child Protection (Prohibited Employment) Act 1998;
 - Children's Guardian Act 2019;
 - Commission for Children and Young People Act 1998;
 - the Adoption of Children Act 2000 and other relevant legislation
 - UN Convention on the Rights of the Child

Essential criteria:

- degree qualification (minimum Bachelor degree) from a recognised tertiary institution in Psychology / Social Work / Social science or related discipline
- minimum five years' experience in Out-of-Home Care
- experience in leading multi-disciplinary teams and supporting individual professional development requirements
- experience developing professional partnerships and working within DCJ contractual requirements
- experience in setting and working to large and complex budgets
- excellent experience in managing complex teams and staffing arrangements



- sound record keeping, data collection and management, statistical analysis, report writing and computer skills including an ability to concisely and accurately record all key interactions.
- current NSW Driver's Licence and a willingness to travel as required.