

Family Support Manager

Hope Connect is seeking a Family Support Manager.

- **Part-time – 4 days per week (30 hours per week, Monday-Thursday)**
- **Rewarding opportunity to lead the strategic and daily operational needs of an experienced Family Support team, delivering a multidisciplinary welfare and support service**
- **Competitive remuneration based on experience with salary packaging options available and some above award conditions**
- **Applicants must be able to lead a Christian organisation**
- **Based in Telopea**

About us

Hope Connect is motivated by the love and compassion of Jesus for all people. As a team, we endeavour to meet the changing needs of families and individuals within the community, with a holistic approach that considers the emotional, physical, social, financial and spiritual needs of those who visit.

Hope Connect has been a ministry of Telopea Church of Christ for over 40 years and is in an exciting stage of wanting to explore new services in addition to significant existing services. Upholding the Christian philosophy and aims of Hope Connect, the Family Support Manager initially will work to support the Family Support team which consists of 4 experienced family support workers and other administrative staff.

Working closely with the Business Manager and other staff, this position has the potential to influence the future of the organisation, leading the development and effective operation of the service, which currently includes: Family Support Services (Targeted Early Intervention & Intensive Family Preservation), Community Development, No Interest Loan Schemes, a Community Shed, and more.

Friendly efficiency will be the key to success with this role, as you join a great team of professionals with a heart to support those in the community of Telopea and its surrounding suburbs.

Essential qualifications and skills required:

- Demonstrated ability to lead a Christian organisation requiring all staff to uphold and align with its values.
- Tertiary qualifications in Social Work/ Social Welfare/ Psychology or equivalent.
- Minimum of 10 years of experience in a similar community-based service.
- Demonstrated experience in leadership and management of teams with strong organisational skills.
- Working knowledge and experience of parenting, domestic violence, child protection and addiction issues, and relevant legislation and legalities.
- Demonstrated experience working with families and children.
- Ability to liaise and work constructively with a wide range of support personnel, industry groups and other community services.

- Demonstrated networking and advocacy skills.
- Knowledge of community development and an ability to identify the needs of the target group and develop programs accordingly.
- High level of independent initiative and judgment.
- An ability or willingness to work within a team using trauma-informed and narrative therapy models.
- Understanding and knowledge of Human Resources, Workplace Health and Safety and Equal Opportunity Employment principles.

Desirable

- Experience in budget development and evaluation.
- Experience and proficiency in developing funding applications for services.

In your application, please address the selection criteria and include a brief cover letter, a current resume, and two referees including a recent employer. Please note only applicants that address the selection criteria will be accepted.

Please call the office on 9638 7955 if you have any further questions and email applications to admin@hopeconnect.org.au

The suitable applicant must have the right to live and work in Australia and hold a valid driver's licence. They will be subject to the relevant pre-employment checks including the provision of a valid Working with Children Check clearance number and Police Check certificate



Job Description

Position	Family Support Manager
Description	To oversee the provision of effective, flexible, and high-quality early intervention and crisis casework and counselling services to families with children and young people.
Reports To	Business Manager

Hope Connect has been one of the community service ministries of Telopea Church of Christ for over 30 years and is funded by NSW Department of Family and Community Services and other funding bodies.

This position description should be read in conjunction with Hope Connect Policies and Procedures, Statement of Principles and appropriate standards and regulations which are applicable to the operations of the service.

1. OBJECTIVES

- 1.1. To oversee the coordination and development of Hope Connect Family Support.
- 1.2. To promote the welfare and interests of children and their families.
- 1.3. To support Telopea Church of Christ providing a total ministry to the community.
- 1.4. To provide professional and effective services to clients.
- 1.5. To further develop a professional and efficient operation of the Hope Connect Family Support service in fulfilling its service to the community.

2. EXPECTATIONS

- 2.1. Assist in Hope Connects aims in providing for the welfare and interests of children, their families and individuals in the community.
- 2.2. Uphold the Christian philosophy, aims and Mission Statement of Hope Connect.
- 2.3. Commit to a continuing process of personal development and skills acquisition, including consultation and supervision using a narrative model.
- 2.4. Manage the effective operation of Hope Connect Family Support Service including management supervision of staff and volunteers where appropriate.
- 2.5. Be an inspiring and leading contributor to future programs that will support the mission.
- 2.6. Be aware of the need for confidentiality in all aspects of the Hope Connect Family Support Service work and ensure that confidentiality is adhered to at all times.

- 2.7. Foster good relationships with staff, volunteers and client families at all times.
- 2.8. Facilitate staff participation in Hope Connect Family Support team orientation and development programs.
- 2.9. Ensure that the service satisfies the requirements of funding bodies.
- 2.10. Support the endeavours of Telopea Church of Christ and Hope Connect in providing a total ministry to the community.

3. RELATIONSHIPS

- 3.1. Reports to the Business Manager of Hope Connect, regarding the operation of all funded services and professional performance.
- 3.2. Manage a team of Family Support Workers and interact with other Hope Connect staff and volunteers.
- 3.3. Liaises with the Office Manager for matters regarding the administration of various funded family support programs.
- 3.4. Liaises with referring agents to Hope Connect Family Support Service.
- 3.5. Liaises with the accountant for matters regarding the financial management of various programs.
- 3.6. Liaises with various funding bodies in regard to matters of service delivery and other aspects as required.
- 3.7. Keep Management Committee informed regarding program activities.

4. QUALIFICATIONS & SKILLS REQUIRED

The coordinator will be required to demonstrate the following experience and qualifications:

- 4.1. Ability to lead a Christian organisation requiring all staff to uphold and align with its values.
- 4.2. Tertiary qualifications in Social Work/ Social Welfare/ Psychology or equivalent.
- 4.3. Minimum of 10 years of experience in a similar community-based service.
- 4.4. Demonstrated experience in the management of teams with strong organisational skills.
- 4.5. Excellent written and verbal skills, and computer literacy.
- 4.6. Understanding and knowledge of Workplace Health & Safety and Equal Opportunity Employment principles.
- 4.7. Working knowledge and experience of parenting, domestic violence, child protection and addiction issues, and relevant legislation and legalities.
- 4.8. Demonstrated experience working with families and children.
- 4.9. Ability to liaise and work constructively with a wide range of support personnel, industry groups and other community services.
- 4.10. Demonstrated networking and advocacy skills.
- 4.11. Knowledge of community development and the ability to identify the needs of the target group and develop programs accordingly.
- 4.12. High level of independent initiative and judgment.
- 4.13. An ability or willingness to work within a team using trauma-informed and narrative therapy models.

It would be preferred if the Family Support Manager could demonstrate the following experience and qualifications:

- 1.1. Experience in budget development and evaluation.

- 1.2. Experience and proficiency in developing funding applications for services.
- 1.3. Understanding knowledge of Human Resources, Workplace Health and Safety and Equal Opportunity Employment principles.

2. STATEMENT OF DUTIES

- 2.1. Coordinate the provision of service, ie. family work, casework, group work, family counselling, children's groups and others as developed to enhance family functioning through:
 - Allocation of casework & group work
 - Caseload/ management supervision of workers
 - Case planning and review to ensure that best practice in service delivery is maintained for all service stakeholders.
- 2.2. Provide personal support and accountability for Family Support staff through developing a supportive and inclusive team culture, staff supervision, appraisal, and appropriate in-service training.
- 2.3. Facilitate Hope Connect Family Support's relationship with appropriate agencies, industry groups and committees to promote the Service activities through staff participation.
- 2.4. Promote grievance procedure to all clients/ consumers/ staff and respond in line with the Hope Connect grievance procedure.
- 2.5. Ensure appropriate operational systems, records and statistical data are maintained.
- 2.6. Assist the Business Manager in the development of policy and procedures and aid in the implementation and ongoing review and monitoring of policy and procedures.
- 2.7. Lead the recruitment of Family Support staff in accordance with Hope Connect employment policy, ensuring that all staff:
 - Have appropriate training and professional development for their employment
 - Have a personal professional development program that is regularly reviewed
 - Are provided with an orientation program covering Hope Connect, Family Support
 - Uphold and align with the core Christian values of Hope Connect
- 2.8. Assist with community liaison and promotion of the service with local agencies and other similar agencies and via inter agencies
- 2.9. Report to and attend Hope Connect Management Committee meetings as required.

3. Personal Development

- 3.1. Be willing to attend staff retreats.
- 3.2. Be willing to engage with an external mentor.
- 3.3. Participate in personal and professional development through reading, education and personal reflection as appropriate.
- 3.4. The performance of this position will be reviewed annually by Business Manager with a member of the Hope Connect Management Committee.

Key Selection Criteria

Name _____

Essential qualifications and skills required	Please tick if Yes	Candidate Comments
Ability to lead a Christian organisation requiring all staff to uphold and align with its values.		
Tertiary qualifications in Social Work/ Social Welfare/ Psychology or equivalent.		
Minimum of 10 years of experience in a similar community-based service.		
Demonstrated experience in the management of teams with strong organisational skills.		
Excellent written and verbal skills, and computer literacy.		
Understanding and knowledge of Workplace Health & Safety and Equal Opportunity Employment principles.		
Working knowledge and experience of parenting, domestic violence, child protection and addiction issues, and relevant legislation and legalities.		
Demonstrated experience working with families and children.		
Ability to liaise and work constructively with a wide range of support personnel, industry groups and other community services.		
Demonstrated networking and advocacy skills.		

Knowledge of community development and the ability to identify the needs of the target group and develop programs accordingly.		
High level of independent initiative and judgment.		
An ability or willingness to work within a team using trauma-informed and narrative therapy models.		
Desirable		
Experience in budget development and evaluation.		
Experience and proficiency in developing funding applications for services.		
Understanding and knowledge of Human Resources, Workplace Health and Safety and Equal Opportunity Employment principles.		
Other		
Ability to uphold the Christian philosophy of Hope Connect		
Ability to uphold the aims of Hope Connect		

Other Comments

Recommendation _____

4.0 VISION, MISSION, GOALS, BELIEFS AND VALUES

4.1 Our Vision (Why Hope Connect exists)

To love our neighbours

4.2 Our Mission (How are we trying to achieve our Vision)

Hope Connect, motivated by the love and compassion of Jesus for all people, and serving as a ministry of Telopea Church of Christ, will endeavor to meet the enduring and changing needs of individuals and families within our community to assist healthy wellbeing.

4.3 Our Goals (What are we trying to do)

Be motivated by the love and compassion of Jesus for all people

- Be a light in the darkness
- Love our neighbours as ourselves
- Show compassion and empathy with boundaries

Serving as a ministry of Telopea Church of Christ

- Help the disadvantaged
- Offer hope for those in distress
- Make the best use of our available resources in an efficient, effective and caring manner, with financial integrity and sound business practices

Meet the enduring and changing needs

- Meet the needs of others, even if this requires self-sacrifice
- Identify the changing needs of families, individuals and the connections they form
- Meet specific needs without discrimination
- Equip and empower people
- Regularly seek feedback and review our services and support

Individuals and families

- Promote a non-judgemental acceptance of people as unique individuals
- Respect, preserve and strengthen family relationships where possible
- Ensure privacy, confidentiality and dignity for all people
- Allow all voices to be heard, including children

Community

- Show the same concern for everyone as demonstrated by Jesus
- Promote the awareness of our services within the community
- Collaborate with others to provide diversity of assistance
- Seek to preserve the uniqueness of families and individuals and connect them into community
- Operate in a manner that continues to establish confidence and trust

Healthy wellbeing

- Provide a holistic approach to service that considers emotional, physical, social, financial, mental and spiritual needs
- Assist people in building community

- Provide a safe environment

4.4 Our Team (Who are our partners)

We are committed to working in collaboration with others.

We actively work with and value the partnerships with Hope Connect participants and their support networks to fulfill our mission and build a holistic and inclusive community of support.

Our partners include:

- The Hope Connect team, which includes management committee, staff and volunteers
- Telopea Church of Christ
- Fresh Hope Engage
- Local businesses
- Sectors relevant to our local community such as Health, Education, Housing, Justice and Immigration
- Peak Bodies and Professional Associations
- Local and other complementary networks and services
- All levels of government
- Other non-government community organizations
- The community

4.5 Our Statement of Beliefs

- the Bible is the true word of God inspired by the Holy Spirit;
- we believe in the Trinity - Father, Son and Holy Spirit;
- we are saved to eternal life through Jesus the Son;
- our hope is found in the life, death and resurrection of Jesus;
- Jesus will come again;
- all people having been created by God are valuable and care should be provided for those who find themselves in a situation of need or distress;
- we are called to love our neighbour as ourselves.

4.6 Our Values

Hope Connect endeavours to operate with the following values based on Christian principles:

Respect – Recognising the inherent value of people, we aim to respect people by treating people as we ourselves expect to be treated, offering love, grace, generosity, acceptance, confidentiality and dignity for all who we walk alongside. We strive to help people reach their potential while acknowledging their own experience and choices.

Integrity - We aim to display love through being honest, transparent, responsible and accountable for our actions in our support, finances and practices.

Perseverance - We are committed to walking alongside people through difficult times, within the framework of programs offered. Where we cannot meet the needs of an individual, we will seek to find and connect them with the most appropriate service, we are committed to “*no wrong door*”.

Inclusion – We recognise all individuals as worthy of respect, consideration and inclusion. We strive to value and support wellbeing, for all adults, youth and children, without exception.

Compassion - We walk alongside individuals where they are at, acknowledging that all have a story to tell and everyone’s story is respected and viewed with empathy, skill, care and concern, whilst focusing on empowerment, self-determination and sustainability.

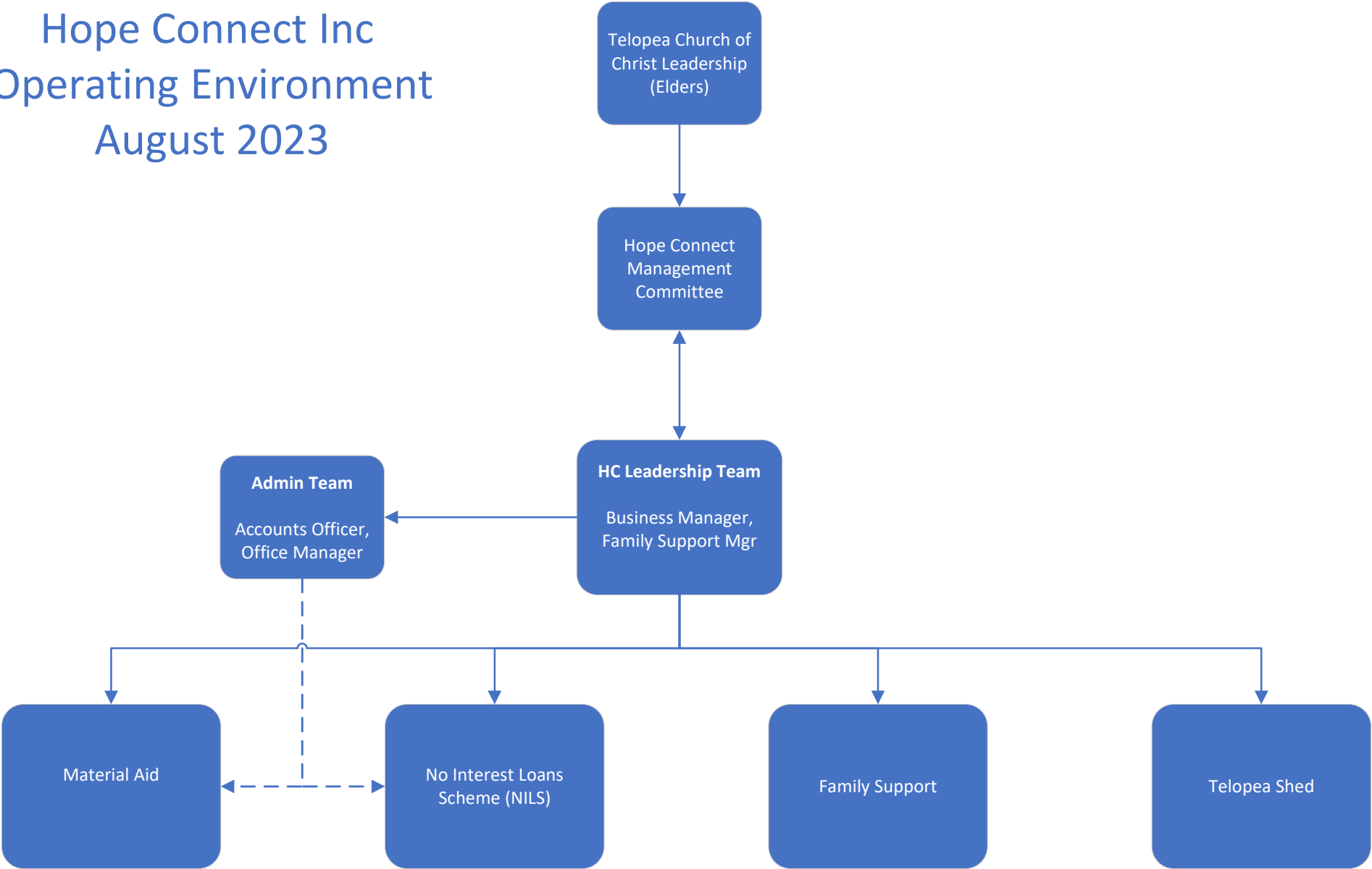
Trustworthiness - We strive to be honest, ethical and worthy of trust in all our interactions, through prioritising the building of relationship. We endeavor to practice and reflect this in our processes, documentation and outcomes.

Social Justice – We actively uphold justice for all and will seek, within our capacity, to advocate and support individuals to have a voice and be heard, upholding those that have been disadvantaged.

Positive Workplace – We will create and maintain a welcoming and supportive environment, by generously sharing knowledge, working cooperatively and respecting the skills and experience of others. We commit to growing our individual and team capabilities.

Approved

Hope Connect Inc Operating Environment August 2023



Hope Connect Inc Organisational Reporting Structure August 2023

