

**Position:** Manager, Domestic and Family Violence Service (DFVS)

**NPYWC Program:** 'Atunypa Wiru Minyma Uwankaraku' (Good Protection for all Women)

**Employment Details:** Permanent, Full Time, 38 hours per week

**Location:** Alice Springs based with some travel to the NPY region

**Base Salary:** \$110,934 – \$120,516 per annum (negotiable based on experience) with additional benefits

## Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

## Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

## Your Team:

'Atunypa Wiru Minyma Uwankaraku' Service works from a 'holistic and relational' standpoint, and is structured so that caseworkers are supported to develop relationships in the communities in which they work using a community development approach.

We recognise that this is our key tool for individual and community engagement. 'Casework' is thus very broad in its scope and ranges from working with individuals in crisis and short-medium term follow-up (including supporting clients through the legal system), to working with women and their families in recovery and with longer term goals, through to a variety of community-level and other group activities driven by community members.

## Your Role:

The Manager (DFVS) is responsible for management and leadership of a multidisciplinary team which delivers an innovative, best practice domestic and family violence service to women in the NPY Lands.

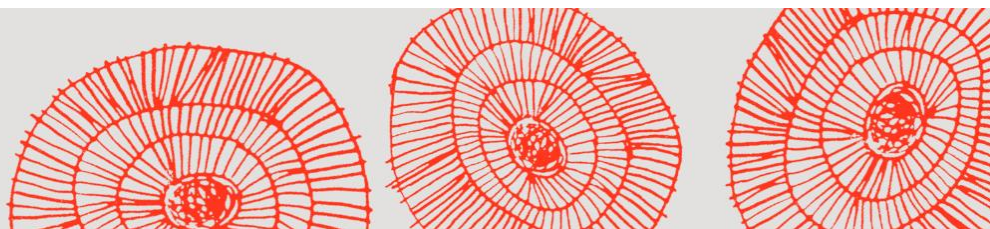
Broadly, the Manager will have oversight of and supervise:

- Two Regional Coordinators, a Community Program Coordinator and two Administration Officers.
- Developing and maintaining relationships for coordinated and collaborative service delivery in all jurisdictions.
- Participating in the management and leadership group of the DFV Service.

## Your Responsibilities:

**Specifically, the role of the Manager is to:**

- Recruit and provide leadership to a highly skilled and empowered multidisciplinary team. This includes modelling and facilitating effective and respectful communication that contributes to a supportive and reflective learning culture for the DFVS.
- Facilitate and mentor the leadership group of the DFVS to provide high quality supervision to both casework and specialist staff and to nurture a culture of learning and reflection for the DFVS as a whole.



- Ensure service delivery is underpinned by appropriate professional and critical theoretical frameworks, in particular NPY Women's Council (NPYWC)'s Strengthening Community Capacity to End Violence Practice Framework.
- Ensure the DFVS is operating from a culturally safe and trauma-informed stance and continually reflects and improves on how these principles are best implemented in a complex service delivery environment.
- Oversee (and participate in as appropriate) the development, implementation and evaluation of professional education and development programs offered by the DFVS both internally and externally as requested.
- Provide high level strategic advocacy for the DFVS through creating and maintaining strong stakeholder partnerships at Commonwealth and tri-state levels.
- Develop and maintain relationships to enable coordinated and collaborative service delivery in the designated jurisdictions so that staff of the DFVS team are able to work effectively with relevant services such as police, women's services, child protection, education and health agencies. This aspect of the role includes modelling and mentoring other staff in respectful and constructive advocacy.
- Ensure the DFVS team is appropriately participating in multi-agency / multi-disciplinary coordination meetings at regional and local levels.
- Oversee the effective administration of the DFVS and processes such as planning, policy review, data collection, including continuous quality improvement mechanisms to ensure effective implementation of the DFVS model. This includes ensuring that data collection and reporting is in line with the DFVS Program Logic.
- Ensure and oversee the development of submissions, reports, policy reviews, and data collection and collation as requested. This includes preparing reports as required by funding bodies within the specified time frame, as per the Service Agreement(s) and developing and monitoring budgets / finances for each funding stream.
- In collaboration with the leadership group of the DFVS, ensure that policies and operational guidelines remain relevant for effective implementation of the DFVS model.
- Organise and engage the DFVS team in a range of continuous quality improvement processes, including the development of an annual DFVS operational plan to effectively guide the operation of the service.
- Participate in the leadership group of NPYWC and ensure that the DFVS operates in line with NPYWC's strategic plan.
- Present reports on the DFVS to NPYWC Directors at Annual General Meetings and other meetings as required.

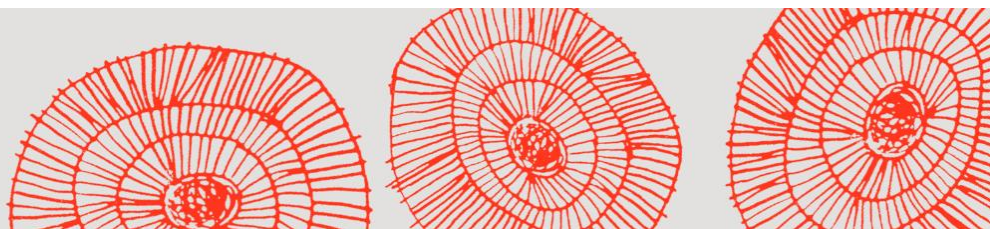
## Skills and Experience:

### Knowledge:

- Demonstrated experience and understanding of trauma-informed service delivery in a domestic violence or related human services context.
- An understanding of a holistic and relational approach to domestic violence service delivery, relevant for remote Aboriginal Australian cultural contexts.

## Qualifications:

- Relevant tertiary qualifications in Social Sciences, Social Policy, Health, Legal or other relevant field and extensive relevant professional management and supervisory experience.
- Evidence of continuous professional learning and development.



- Demonstrated ability to apply contemporary management and leadership approaches for service delivery, including supporting staff, in a complex context.

**Experience:**

- A record of success in leadership and managing people, and highly developed interpersonal skills, with an ability to provide mentorship.
- Demonstrated experience in administration, financial and program management, grant writing grant, and writing service agreement reports.
- Demonstrated experience and capacity to supervise and support a team working cross culturally and with a very high level of trauma content.
- Demonstrated capacity to implement strategic organisational change as required.
- Demonstrated understanding of working within a community development framework, as well as a demonstrated ability to integrate other relevant theoretical approaches into a complex service delivery environment.

**Skills:**

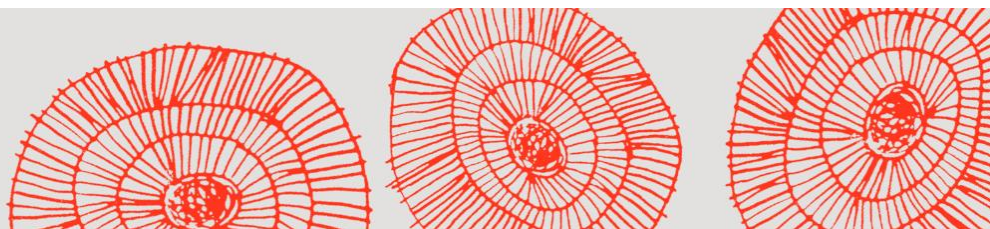
- Ability to work with minimal supervision and balance competing demands in a complex environment.
- Demonstrated high level written communication skills.
- Excellent interpersonal and communication skills across diverse groups, including demonstrated ability to work in partnership with all NPYWC staff and pursuing aims set by NPYWC Directors.
- High level understanding of cultural safety and its application in human service delivery.
- Comprehensive computer skills.
- The ability to integrate the use of qualitative and quantitative data relevant for effective program monitoring.

**Desirable:**

- Western Desert language skills or willingness to learn.
- Experience living and working in remote Australia is desirable, however if not, the Manager must complete a thorough NPYWC DFVS customised induction in organisational management in remote locations.

## Remuneration:

- Base Salary: \$110,934.42 – \$120,516.26 per year
- 9.5% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



## Challenges and Opportunities:

- Work with trauma material, and supporting staff in dealing with the possible impacts of vicarious trauma.
- Work within service and funding criteria and balancing competing needs, demands and priorities.
- Work across jurisdictions in the tristate border regions.
- Manage and support staff who carry out considerable remote travel.
- Implement an innovative approach to DFV service delivery that challenges mainstream approaches.
- Maintain a critical approach to relevant theories and philosophies and being open to challenges to personal philosophies.
- Develop professional networks and stakeholder relationships in a constantly changing environment.

## Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required by NPYWC you may be required to undergo a pre-employment medical assessment.

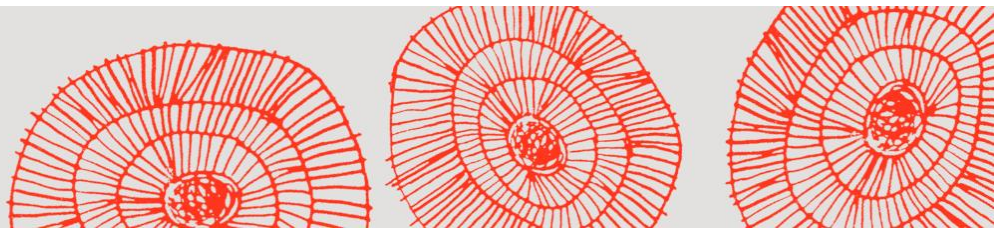
**We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.**

**All information will be held in the strictest of confidence.**

To find out more about this position, please contact Wayne Dalton, HR Manager on 08 8958 2315 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.



**Ngaanyatjarra  
Pitjantjatjara  
Yankunytjatjara  
Women's Council**



**APPROVED COPY**

Signed:

Date: November, 2020

**PROGRAM MANAGER**

**ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION**

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Employee Name (Please Print)

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Employee Signature

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Date