



Zonal Manager Position Description

Position Title:	Zonal Manager
Reports To:	Chief Operations Officer
Hours:	Permanent full-time. On Call support provided to Case Managers (24/7). This is a salaried position.
Salary Range:	Negotiable –Dependent upon experience and qualifications
Other:	Salary sacrificing Allowance paid for use of personal laptop and wireless internet Mobile phone for work & reasonable personal use Air conditioned office with car park Regular training and personal development provided

Overview

This is a Senior Management position in the Human Services Industry. Zonal Managers make a significant difference in the delivery of services to young people in care.

Entry level Safe Places Zonal Managers:

- Directly supervise approximately 10 Case Managers
- Lead a team of approximately 30 to 50
- Have 'P&L responsibility' for their zone (financial management)
- Operate a Licensed residential child protection service

Vision and Values

Vision: "Providing effective, professional care and transition support for children in care"

Values: Professional, Supportive, Responsive, Passionate, United

Target Group

The children placed range from 10 to 17 years of age. They sometimes require one-on-one support initially due to their anti-social behaviours towards other children and carers. These challenging behaviours include destroying property, absconding, self-harming, poor hygiene,

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sexually acting out towards other children or workers, fire fascination, cruelty to animals, high level defiance.

Responsibilities

Safe Places Values

- Walk the Talk by working within organizational values and policies
- Set high expectations for the team for working within the values
- Be an exceptional personal example for the team

Human Resources Management

- Oversee recruitment and selection of Case Managers and Youth Workers
- Coach, supervise, guide and support Case Managers
- Coordinate allocation of Youth Workers between Case Managers
- Facilitate team meetings, discussion and training
- Inspire achievement and high performance
- Address performance issues with Case Managers

Quality Care for Children

- Ensure exceptional quality care for children placed
- Ensure therapeutic support and behaviour modification plans are in place for each child
- Create a comfortable and safe environment for children and workers
- Ensure a high standard of care for and cleanliness of the houses and vehicles

Marketing and Collaboration

- Develop relationships with senior managers in state government Departments responsible for Child Protection
- Actively promote Safe Places services to Departments
- Communicate with Departments about service delivery
- Facilitate the development of relationships between Case Managers, Departmental Officers and others in the Childs stakeholder community.

Reporting

- Review and respond to Licensing Standards and feedback from Departments
- Review Case Audits from the Quality and Systems team
- Complete monthly reporting to the Chief Operations Officer & Executive Leadership Team
- Oversee reporting of Critical Information to Departments

Financial, Property & Asset Management

- Set and review household budgets for each placement
- Set and review the hours for delivery of each placement
- Ensure equipment and assets are to a high standard
- Rent and furnish properties, purchase vehicles

Youth Worker & Case Manager Duties

- Zonal Manager is required to perform all Case Manager and Youth Worker duties
- See Youth Work and Case Manager Position Descriptions

Essential Requirements

- A degree or diploma in Human Services, Social Work, Management or similar;
- Experience as a manager in residential care services (child protection specific);
- Excellent computer skills, written and verbal communication skills
- Willingness to undergo Criminal History and other Checks, Current open Drivers License
- Available for interstate travel as required

Induction

Yes, we've thought this through and we are prepared to help you find your feet when you arrive. The induction process for Zonal Managers provides a comprehensive overview of the Safe Places policies and systems, considerable on-on-one time with the Chief Operations Officer, meeting the Executive Leadership Team members, Directors and an orientation to the Youth Worker, Case Manager and Zonal Manager roles:

Youth Worker

- Two day Youth Work induction training
- A review of the roles and expectations of Youth Workers with the COO
- One week locum as a Youth Worker in an existing placement (whilst on ZM Salary)

Case Manager

- Two day Case Manager induction training
- A review of the roles and expectations of Case Managers with the COO
- Three week locum as a Case Manager in an existing placement (whilst on ZM Salary)

Zonal Manager

- Zonal Manager induction training
- Two – Six week 'locum' as a Zonal Manager in an existing Zone
- Working alongside an existing Zonal Manager or the COO

If you are from outside the industry, or new to residential child protection work, you would complete some additional preparation, while being paid a full ZM wage to allow you to successfully perform your role.

Following significant induction training, Zonal Managers are expected to operate the zone with relative autonomy, accounting to the COO and Executive Leadership Team. Zonal Managers would generally be engaged in professional development on an ongoing basis.

Ongoing Support

Having autonomy and responsibility for significant operations at Safe Places doesn't mean you won't have the best support available. Safe Places has dynamic, professional support services in place for Zonal Managers. To help you succeed:

- The **Chief Financial Officer** oversees all financial processing and reporting for the zone:
 - Payroll
 - Invoicing
 - Reimbursements
 - Financial Reporting
- The **Quality and Systems General Manager** oversees:
 - Induction training

- Ongoing training
 - Policy development
 - Compliance
 - Licensing
 - Advertising and Screening
- The **Administration Officer** maintains the Zone Office and assists the ZM
 - The **IT Manager** oversees the Safe Places IT System and runs an IT helpdesk

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