



## Area Manager | Position description

<b>Position title:</b>	Area Manager
<b>Reports to:</b>	Senior Area Manager
<b>Location</b>	Safe Places is established across Australia (Adelaide, Brisbane, Bunbury, Cairns, Ipswich, Melbourne, Perth, Sydney, Toowoomba and Townsville). Staff may request short and long-term transfers to other areas.

### Overview

Safe Places for Children is a not for profit organisation that provides individualised residential therapeutic care to children and young people in the ages of 10 and 17 who are unable to be placed in foster families or group residential homes. Referrals are received through the Department of Child Safety, Youth and Women (QLD), Department of Communities (WA), Department of Child Protection (SA), Family and Community Services (FaCS NSW) and the Department of Health and Human Services (DHHS VIC)

### Position statement

The Area Manager team is responsible for ensuring the delivery of high-quality care, providing children and young people in care with individualised therapeutic residential services. With a focus on Safe Places Values of being united, supportive, responsive, passionate and professional, Safe Places has created a culture where people can thrive in an environment of educated and enthusiastic staff guiding young people along a personal growth journey using our Integrative Practice Framework

### Benefits

Full terms of employment are outlined under an enterprise agreement available upon request.

- Full-time, base annual salary range of \$80,755-\$92,325 with career pathways to Senior Area Manager roles
- Annual bonus of AUD \$1,000
- Salary packaging to increase your take-home pay
- Access to in-house accredited training program and support to gain formal qualifications
- Access to 24 hour on-call support and guidance from senior operational employees
- Opportunity for visa sponsorship

### Salary and conditions

#### Salary

- Full-time, base annual salary range of \$80,755-\$92,325 with career pathways to Senior Area Manager roles
- Base package includes standard allowances and penalties
- Paid weekly, dependent on timely provision of accurate details such as bank, tax and superannuation information

Holiday leave	<ul style="list-style-type: none"> <li>• Five (5) weeks leave per year (plus 17.5% leave loading) accrued on a pro rata basis</li> <li>• Leave approvals may depend on business needs at the time and requests are not guaranteed to be met.</li> </ul>
Sick leave	<ul style="list-style-type: none"> <li>• Ten (10) days per year for paid personal leave (sick leave), which can also be used as carer's leave, accrued on a pro rata basis. A doctor's certificate may be required.</li> </ul>
Training and professional support	<ul style="list-style-type: none"> <li>• All Safe Places' staff receive three week's comprehensive induction training. Compulsory training will be an Induction program where students will complete training around WHS training; Cultural Awareness training; Working effectively in Mental Health; shadow shifts and Trauma and Attachment training. Students will also complete Therapeutic Crisis Intervention training (TCI) created by Cornell University.</li> <li>• Area Managers will be required to possess relevant qualifications in line with the requirements of the Department in the State or Territory where you will be performing work.</li> <li>• Area Managers are also required to undertake a Diploma in Leadership and Management. The Diploma has been contextualised to Safe Places and will be delivered by a Registered Training Organisation that Safe Places has partnered with.</li> <li>• Safe Places will consider requests to contribute to TAFE or tertiary study costs</li> <li>• Career pathways towards senior management roles</li> <li>• Internal monthly reflective supervision and professional development</li> <li>• Free external counselling service offered to all employees</li> </ul>
Visa sponsorship	<ul style="list-style-type: none"> <li>• Opportunity for visa sponsorship.</li> </ul>
Working shifts	<ul style="list-style-type: none"> <li>• Permanent full-time. On Call support provided to Case Managers (24/7). This is a salaried position.</li> </ul>
On call	<ul style="list-style-type: none"> <li>• From 5 days each week, dependent on area needs. This position requires out of hours work and/or participating in a 24/7 rotating on call roster.</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Air-conditioned office.</li> </ul>
Additional benefits	<ul style="list-style-type: none"> <li>• Allowance paid for use of personal laptop (Conditions apply)</li> <li>• Allowance paid for mobile phone for work use (Conditions apply)</li> </ul>

## **Position overview**

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

Entry level Safe Places Area Managers:

- Directly supervise up to 8 Case Managers
- Lead a team of approximately 30 to 50
- Have 'P&L responsibility' for their Area (financial management)
- Operate a Licensed residential child protection service

## Our vision and values

### *Our Vision*

***“Our vision is to provide children and young people in care with individualised therapeutic residential services in Australia”***

Safe Places staff help achieve this vision through their patience, genuine care and commitment. Over time, the team gains the child’s trust, stabilises the placement, gives the child a sense of hope and direction and achieves outcomes across key areas of the child’s life.

We are guided by five core values from our frontline staff through to the Board of Directors:

***Professional – Supportive – Responsive – Passionate - United***

## Our approach

Safe Places for Children provides children at risk with intensive support and supervision. Referrals are received through the government department responsible for the protection of children.

Team members are rostered to provide care from houses located in the community. The team work to see children transition into suitable longer-term placements which may be delivered by Safe Places (for example, co-tenanting models, semi-independent models and independent living) or by others, such as foster care or family reunification.

Key elements of the “Safe Places approach” are as follows.

- Small and stable teams with a consistently calm and future-focused outlook
- Celebrating small steps, including seeing the child engage in the placement, build rapport with their team and contribute to daily plans
- Over time, encouraging the child to become more independent, to explore their behaviours in difficult times and to be willing to try some more positive coping strategies
- Support the child to take steps that prepare them for transition into family-based placement, family reunification, a group setting or independent living arrangements
- Understanding that the children’s behaviours are coping skills and our focus is on what’s lying beneath the behaviour.
- Responding to behaviours in a way that models an ability to remain calm, hopeful, caring, consistent, respectful and understanding of others (as opposed to reacting emotionally)
- Collaboration with other support agencies, such protective services, health services, counselling services and educational facilities.

## Young people in our care

The young people in our care generally range from 10 to 17 years of age. Initially, they may require one-on-one support due to their anti-social behaviours, which may include, but are not limited to:

- verbal aggression and high-level defiance
- physical behaviours including hitting, spitting, kicking, threatening children and workers
- destroying property and fire fascination
- sexually acting out towards other children or workers
- cruelty to animals
- poor hygiene and self-harming
- absconding

Placement models range from one on one support to group residential placements with up to four young people placed.

## **Responsibilities**

### **Safe Places Values**

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

### **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
- Have an understanding of and work within legislated requirements in the provision of care

### **Managing Relationships**

- Build, foster and maintain a number of relationships internally from Youth workers, through to Case Managers, Area Managers, Managers from internal streams such as Quality and Systems Managers, Finance Managers etc and Specialist roles such as the Industrial Relations Specialist and Workplace Health and Safety Officer and the Chief Operating Officer
- Develop relationships with senior managers in state government Departments responsible for Child Protection. Foster and maintain a number of external relationships vital to the provision of quality care for our young people
- Actively promote Safe Places services to Departments, strong networking skills
- Communicate with Departments about service delivery
- Customer research and identification of potential areas to provide further services/growth.

### **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.

### **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, inclusive of vehicles
- Responsible for the Area's financial performance

### **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
- Report monthly with critical review of fiscal, quality, licensing, team, department, child outcome and performance

#### **Youth Worker & Case Manager Duties**

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

#### **Essential requirements:**

- A relevant qualification in Human Services, Social Work, Management or similar;
- Experience as a manager in residential care services (child protection specific);
- Excellent computer skills
- Excellent written skills
- Excellent verbal communication skills
- Requirement to undergo departmental screening process and possess positive outcomes, Current open Driver's Licence
- Available for intrastate or interstate travel as required

#### **Induction – External Applicants**

The induction process for Area Managers provides a comprehensive overview of the Safe Places policies and systems, on-on-one time with the Chief Operating Officer (COO) and/or Senior Area Manager (SAM), meeting the Executive Leadership Team members, Directors and an orientation to the Youth Worker, Case Manager and Area Manager roles:

##### **Youth Worker**

- Eight-day Youth Work induction training which includes 3 days of Therapeutic Crisis Intervention training
- 1-day Youth Worker 2 training
- A review of the roles and expectations of Youth Workers with the COO or SAM
- Perform a number of shifts over a period not exceeding one month as a Youth Worker in an existing placement

##### **Case Manager**

- Two-day Case Manager induction training
- A review of the roles and expectations of Case Managers with the COO or SAM
- Perform the Role of Case Manager in an existing placement for a period not exceeding 3 months

##### **Area Manager**

- Area Manager induction training
- Six week on the job training managing an Area with the support of the COO, SAM and/or existing AM's

Following significant induction training, Area Managers are expected to operate the Area with relative autonomy, accounting to the SAM, COO and Executive Leadership Team. Area 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 Area Managers. To help you succeed:

The General Manager – Finance & IT oversees all financial processing and reporting and IT for the Area:

- Payroll
- Invoicing
  - Reimbursements
- Financial Reporting
- Oversees the Safe Places IT System and runs an IT helpdesk

The Quality and Systems General Manager oversees:

- Induction training
  - Ongoing training
  - Policy development
- Compliance
- Licensing

Industrial Relations Specialist

- Provides assistance with complex dismissals
- Ongoing training to ensure compliance with legislation such as the Fair Work Act 2009 (Cth) and antidiscrimination legislation
- Assists with performance management where required

Workplace Health and Safety Officer

- WHS investigations
- Workcover
- Safe Work methods and systems

Administration Officer

- Maintains the Area Office and provides administrative support to the Area Manager such as taking meeting minutes.

## **Our approach**

- Review the position description on the employment tab of the Safe Places website at <http://www.safeplaces.com.au/employment/>.
- Prepare your current resume and a one-page application outlining your experience and qualifications in relation to the duties and requirements above.
- Submit your resume and application through the *Apply Now* link on the Employment page at <http://www.safeplaces.com.au/employment/>.