

POSITION DESCRIPTION

Client Services Manager

Job Title:	<u>Client Services Manager – Victims of Crime Counselling and Redress Support Service</u>											
Classification:	Above-Award Individual Contract											
Responsible To:	Chief Executive											
Responsible For:	Overseeing the day-to-day coordination and performance of frontline services for victims of crime throughout South Australia											
VSS Purpose	Providing expert support to all victims of crime in South Australia											
VSS Vision	All victims of crime in South Australia receive the support they need											
VSS Values	<table border="1"> <tr> <td>Client Centred</td> <td>We listen & respond to needs</td> </tr> <tr> <td>Respectful</td> <td>Everyone is different & warrants a professional approach</td> </tr> <tr> <td>Collaborative</td> <td>We achieve results through collaboration, connection and partnership</td> </tr> <tr> <td>Progressive</td> <td>We continually learn & adapt</td> </tr> <tr> <td>Effective</td> <td>We measure, evaluate, report & improve</td> </tr> </table>		Client Centred	We listen & respond to needs	Respectful	Everyone is different & warrants a professional approach	Collaborative	We achieve results through collaboration, connection and partnership	Progressive	We continually learn & adapt	Effective	We measure, evaluate, report & improve
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Position Purpose:	To ensure that frontline VSS staff provide high quality, expert support to victims of crime throughout South Australia											
Key Challenges:	<ul style="list-style-type: none"> Ensuring that as many victims as possible in South Australia have access to VSS services & programs Ensuring that the support provided to victims is underpinned by robust research, evaluation & performance management 											
Key Result Areas	<table border="1"> <tr> <td> <ul style="list-style-type: none"> Client Services Stake Holder Engagement </td> <td> <ul style="list-style-type: none"> Management Financial Performance </td> </tr> </table>		<ul style="list-style-type: none"> Client Services Stake Holder Engagement 	<ul style="list-style-type: none"> Management Financial Performance 								
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Industrial Instruments	The Victim Support Service Incorporated Enterprise Agreement 2014, whose terms and conditions of employment are governed by the Social and Community Services Award, is used to guide work practices for non-award employees											
Location	33 Franklin Street, Adelaide											

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A. JOB REQUIREMENTS (What are the key activities for the role?)

Key Result Area 1	Client Services
Key Tasks:	
<ul style="list-style-type: none"> • Support Services <ul style="list-style-type: none"> - Maintain and develop VSS Helpdesk services - Maintain and develop VSS supportive counselling services - Identify appropriate community based organisations to deliver services to victims as agents of VSS and negotiate and manage related contracts with partner organisations - Develop, administer, and review policies and procedures which guide VSS staff as they deliver programs and services • Therapeutic Services <ul style="list-style-type: none"> - Develop a highly qualified, expert team of Therapeutic Counsellors to provide evidence-informed, trauma-informed therapeutic services including Narrative, ACT, Solution Focused, EFT, CBT, CPT & other approaches - Develop a highly qualified, expert team of Therapeutic Counsellors to provide evidence-informed, trauma-informed therapeutic services to clients that are part of the Redress Support Services • New Services <ul style="list-style-type: none"> - Develop new Services in line with Strategic Plan while working closely with the CE 	

Key Result Area 2	Management
Key Tasks:	
<ul style="list-style-type: none"> • Staff Recruitment <ul style="list-style-type: none"> - Recruit the right staff with the right skills - Ensure appropriate induction procedures are completed by all frontline staff 	

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<ul style="list-style-type: none"> • Staff Performance <ul style="list-style-type: none"> - Coordinating regular reviews of Performance Appraisal direct reports and the Coordinator of the Family Safety Framework - Managing under-performance by staff and administering disciplinary procedures when needed - Coordinating the annual PMR process for all direct reports report staff - Ensure frontline staff adhere to VSS Workers Health and Safety policies and procedures and VSS's Code of Conduct • Staff Support and Development <ul style="list-style-type: none"> - Planning and implementing formal and informal staff recognition activities to acknowledge their contribution to VSS and their clients - Planning staff training and development activities in line with the strategic directions of VSS - Ensuring that frontline staff receive and engage with clinical supervision and vicarious trauma arrangements

Key Result Area 3	Stakeholder Engagement
Key Tasks:	
<ul style="list-style-type: none"> • Partnerships <ul style="list-style-type: none"> - Broker expert support for victims of crime through strategic partnerships - Maintain contact with key stakeholders, other organisations and individuals to ensure appropriateness of service provisions • Promotion <ul style="list-style-type: none"> - Promote VSS services and programs to the community - Support and lead community development initiatives - Respond to media requests when appropriate - Implement strategies and respond to opportunities to raise the profile of VSS in the community • Service Development <ul style="list-style-type: none"> - Identify opportunities for the advancement of victims' rights - Develop new services that address community needs - Ensure services are responsive to local need and integrated with other Criminal Justice initiatives - Ensure accessibility of services to Aboriginal and CALD communities - Primary and tertiary crime prevention initiatives are delivered by VSS staff in communities 	

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Key Result Area 4	Financial Performance
Key Tasks:	
<ul style="list-style-type: none"> • Develop and manage all program budgets • Administer and monitor expenditures for VSS programs and services against the approved budget • Prepare funding and grant applications as required 	

B. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	Purpose and Values
Key Tasks	
<ul style="list-style-type: none"> • Actively support VSS's purpose and values; • Positively and constructively represent the VSS to external contacts at all opportunities; • Behaves in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; • Operates in line with the VSS's policies and practices (EG: financial, HR, etc); • To help ensure the health, safety and welfare of self and others working in the business; • Follows reasonable directions given by the company in relation to Work Health, Safety & Welfare. 	

D. RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

I. Essential Minimum Requirements

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- 1 Degree in Human Services such as Social Work or Counselling and eligibility to the relevant professional body
- 2 Demonstrated experience in service development, relationship management and contract management, ideally in the non-profit sector
- 3 Experience should include service planning, community development, staff supervision and financial management
- 4 Demonstrated resourcefulness in setting priorities, proposing new ways of meeting client needs, and meeting service development objectives
- 5 Extensive knowledge about trauma, including best practice approaches and the dynamics and effects of trauma
- 6 Ability to apply a critical analysis about contemporary issues pertaining to crime and/or abuse, including law reform and policy initiatives
- 7 Current South Australian driver's license

2. Desirable Characteristics

1. Experience working with, and advocating for, victims of crime
2. Experience in clinical supervision
3. Expertise in program evaluation and evidence-informed practices
4. Understanding of the criminal justice system
5. Experience in writing grant submissions to secure community and government funding

E. SPECIAL CONDITIONS

1. The position is offered on a permanent full-time basis.
3. The hours will generally be conducted between Monday and Friday from 9am – 5pm or as negotiated with the Chief Executive.
4. The position requires flexibility in working hours and work outside of normal business hours from time to time i.e. evenings and some weekends and some interstate travel.
5. DHS Working with Children Clearance is a required

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F. EQUAL OPPORTUNITIES

VSS is an equal opportunity employer. A person will not be refused employment or otherwise treated unfavourably on the ground of age, race, sex, sexuality, disability, pregnancy or marital status or any other ground prohibited by law. In assessing the suitability of a person with disability for employment, we will always consider whether we can make reasonable adjustments to the tasks to enable that person to do the job.

G. TOOLS OF TRADE

The following Tools-of-Trade will be provided to support the role:

Information Technology	Desktop	✓	Laptop	✓	Tablet	✓	Datacard	✓
Telecommunications	Role Mobile Phone	✓	Pool Mobile Phone					
Transport	Role Motor Vehicle		Pool Motor Vehicle		Car Park Space	✓		
Financial	Corporate Card	✓						

G. APPROVAL

Manager's Name:	Caroline Holmstrom – Chief Executive
Approval date	03 March 2019