

Position Description

Position Title:	Operations Manager
Program:	Out of Home Care
Salary:	Wanslea Enterprise Agreement; Level 8



Purpose, Values and Aspiration

Our Purpose

We support children and young people to grow and develop safely.

Our Values

We Care

We Collaborate

We are Accountable

We have Courage

We Celebrate

Our Aspiration

We create exceptional opportunities for every child and young person to thrive.

Commitment to Child Safety

Wanslea is committed to ensuring the safety, wellbeing and inclusion of all children; and has zero tolerance of child abuse or any form of harm. It is expected that staff and volunteers will always act in a way that prioritises the safety and wellbeing of children by ensuring that children feel safe and are safe.

Diversity Statement

Diversity, equity and inclusion are foundational to Wanslea' purpose, values and strategies. To achieve a culture of inclusion, we must unlock the power of our people. Providing access to meaningful opportunities, creating an environment in which everyone can thrive and grow personally and professionally. We strive to build and nurture a culture where

inclusiveness is a reflex, not an initiative. Where there is a deep sense of pride, passion and belonging that transcends any role, service, language or country and is unified in our shared commitment to excellence, innovation and social responsibility.

Position Intention

This position entails the management of day-to-day operations and contracts for Out of Home Care within the Moorditj Koorlangka Moort team. With a substantial emphasis on child protection, the Operations Manager is tasked with overseeing the provision of professional casework services to individuals and families with complex issues. The role requires a forward-thinking leader with an innovative mindset and a strong commitment to driving positive change.

Key Responsibilities

Purpose, Values and Aspiration	<ul style="list-style-type: none"> Promote and demonstrate the Purpose, Values and Aspiration of Wanslea Embed our Purpose, Values and Aspiration in all work practices and interactions
Core Competencies of the Role	<ul style="list-style-type: none"> Oversee the case related management of Social Workers, Family Support Workers and administrative staff who work in the Foster Care program. Oversee the recruitment and assessment of foster families, volunteers and staff and ensure compliance with all relevant legislation and industry standards Maintain appropriate caseload and workload ratios across the teams Develop, implement and monitor the annual program Business Plan Manage the annual program budget Manage contractual compliance and performance to ensure funder expectations are met Implement, maintain and report against the monitoring and evaluation framework Effectively manage change and drive a positive culture
Organisation and Time Management	<ul style="list-style-type: none"> Monitor the workload of staff Develop and manage the On-Call roster system and participate in the on-call back up system Responsible for performance management of team members in relation to case practice
Quality and Improvement Focus	<ul style="list-style-type: none"> Quality assure case notes, reports and data collection as required by the contract specifications Ensure the team is providing high quality service delivery as required by the contract specifications Implement the case audit system Participate in the development and delivery of training Provide leadership in the development and implementation of policy and guidelines to identify opportunities to innovate and ensure best practice
Communication and Interpersonal Relationships	<ul style="list-style-type: none"> Provide leadership in the induction, orientation and mentoring of new staff Provide assistance and support to team members
Professionalism	<ul style="list-style-type: none"> Actively participate and contribute to sector reform commitments and initiatives Represent the agency at meetings with the Department of Communities and other external agencies

	<ul style="list-style-type: none"> Engage in collaborative professional relationships with relevant state and federal government departments, and other agencies providing services to families and children at risk Attend meetings with other representative community services through membership of appropriate networking and peak groups. Represent the agency on working parties and reference groups Contribute to the achievement of the goals in Wanslea's Strategic Plan and the overall objectives of the organisation
Decision Making and Problem Solving	<ul style="list-style-type: none"> Ensure the delivery of a professional casework service to foster families and children and young people at risk, that meets best practice standards and complies with the Service Agreements of funding bodies Provide consultation and leadership for complex cases
Teamwork and Leadership	<ul style="list-style-type: none"> Demonstrate leadership through the provision of specialist advice and supervision to members of the team Provide leadership in the implementation of the Out of Home Care Practice Framework Provide leadership in a range of activities that continues to grow and the Out-of-Home-Care services that Wanslea provides to families and children Liaise with research partners and provide leadership to research initiatives Participate and contribute to the working groups, the management team and RAP working group Actively contribute to the achievement of the overall objectives of the organisation Provide leadership in the adherence to all organisational policies and procedures
Child Safety	<ul style="list-style-type: none"> Embed the National Principles of Child Safety into all work undertaken Ensure all reporting requirements are met in regard to any risk to child safety

Selection Criteria

Essential Experience	<ul style="list-style-type: none"> Degree in Social Work or equivalent Extensive experience in working with child protection, foster families, children and young people who have experienced trauma from abuse Experience in developing and monitoring budgets High level experience in assessment and quality assurance of Foster Care Assessments as required by the Children and Community Services regulations Extensive experience in the supervision and performance management of staff, social work students and volunteers Experience in high level report writing and employee management administrative functions Experience in driving change and creating a positive team culture Demonstrated success in implementing innovative solutions Demonstrated high level IT skills including computer literacy in Windows software and the use of databases High level of knowledge and understanding of child development and family functioning
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	<ul style="list-style-type: none"> • High level knowledge of industry standards and compliance with contracts
Personal Qualities	<ul style="list-style-type: none"> • Demonstrated ability to work as a member of and lead a successful multi-disciplinary team • Proven high level interpersonal, communication and problem-solving skills • Proven ability to develop collaborative relationships across the sector • Demonstrated knowledge of Workplace Health and Safety responsibilities
Required Compliance Documents	<ul style="list-style-type: none"> • Current Working with Children Check • Current satisfactory National Police Clearance • Current WA Drivers Licence • Satisfactory Department of Communities Check • Work eligibility within Australia