



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Manager (Locum)

POSITION DESCRIPTION

Position Title:	Manager (Locum)
Employer:	Zig Zag Young Women's Resource Centre Inc.
Status:	Fixed Term Contract
Commencement Date:	5 July 2021
Completion Date:	25 November 2021
Work Hours:	64 hours (8 days) per fortnight
Pay Award and Classification:	QSCSA Award Level 8.1

Some flexibility exists in the working hours; however, it is expected this position is worked eight (8) days per fortnight covering the service hours of 9.00am – 5.00pm. Specific start and finish times and work days will be negotiated with the Management Committee with reference to the needs of the Program teams, the needs of Zig Zag and your own needs. This position occasionally requires some after hours or weekend work as approved by the Management Committee.

FUNDING

This position is contingent on recurrent funding from the Department of Justice and Attorney General (formerly funded by the Department of Child Safety, Youth and Women), and the Department of Housing and Public Works. Should funding be discontinued, employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

ORGANISATIONAL REPORTING

This position reports to:	Zig Zag Management Committee
Positions which report directly to the Manager:	Senior Practitioner, Sexual Assault Program Senior Practitioner, Housing Program Finance Worker Centre Support Coordinator Administration Worker

DATES OF REVIEW

This Position Description may be reviewed following Performance Planning and Review processes.

CENTRE SUPPORT TEAM OBJECTIVES

The Manager will work collaboratively and supportively within the Zig Zag Centre Support team to resource a work environment that is supportive of service delivery functions, and that administers resources in a manner that is efficient, effective and accountable. The Centre Support team achieves this through supportive human resource management; efficient management of administrative resources; effective and safe storage of organisational data and records; implementation of financial processes that reflect a high level of transparency and accountability; monitoring and reporting of funding expectations and targets and supporting and resourcing the Management Committee in their governance role. The Centre Support team has a role in networking and awareness-raising activities and collaborative projects.

POSITION OBJECTIVES

All employees are required to work within the bounds set by Zig Zag's mission statement, philosophy, practice framework and adhere to the guidance of Zig Zag's policies and procedures. The role of the Manager is to ensure that Zig Zag operates effectively and efficiently in a manner that reflects good practice, including: service delivery to young women, human resources management, reporting and accountability, financial management, administration and governance support. The Manager aims to achieve this through:

- Knowledge of, and reference to, all the legislative and regulatory obligations determining practice within the organisation, including industrial law, laws and agreements guiding funding arrangements, health and safety legislation, tax legislation.
- Knowledge of best practice in relation to the provision of human services, human resource management and financial accountability.
- As a member of the staff and Management Committee teams, contribute to and lead a culture that is supportive, accountable, transparent, self-reflective and supports ethical practice according to feminist practice.
- Management of human resources, including recruitment processes, provision of supervision, performance appraisal and maintenance of an organisational culture that is supportive, collaborative, and valuing of staff.

- Provision of resources and advice to the Management Committee to support their role in maintaining a healthy and stable governance structure.
- Ensuring good financial practice that includes: achieving a high level of financial accountability and transparency, management of organisational budgets with support from the Finance Worker, Centre Support Coordinator, and Administration Worker, negotiating funding arrangements, ensuring that Zig Zag meets the expectations of funding agreements and transparent reporting processes.
- Ensuring that Zig Zag runs effectively and efficiently on a day-to-day basis and achieves the directives set out in funding agreements.
- Provision of leadership and direction in organisational capacity-building through engaging in various networking/collaborative processes and sourcing additional funding opportunities.
- Application of advanced professional judgement and skills in time management, to manage these diverse responsibilities within a part-time role.

PRIMARY DUTIES

1. Service Management

- Policies and Procedures
 - Provide leadership and advice on policies and procedures within the organisation;
 - Initiate policy change and consultation with staff and Management Committee; and
 - Ensure implementation and review of policies and processes.
- Initiate the development of Strategic and Operational Plans, and take responsibility for ensuring that they reflect the philosophy, objectives and comply with the expectations of funding bodies.
- Contribute to processes which raise the profile of Zig Zag and support the needs of young women, including: preparation of policy and/or legislative reform submission, lobbying and media work in collaboration with other key stakeholders in the field.
- Play a leadership role in the area of capacity-building through liaison with funding bodies and relevant government departments at a local, state and federal level.
- Ensure appropriate consumer records and data on services are maintained, and that regular evaluation of consumer needs and service delivery occurs.
- Ensure the collection and collation of organisational data as required for accountability purposes.
- Keep abreast of issues that face young women in order to appropriately prepare funding and other submissions.

- Facilitate the evaluation and review of the services when necessary, in conjunction with staff and Management Committee.
- Provide professional development and support to staff within the organisation.
- Attend Management Committee meetings and any organisational sub-committee meetings, and coordinate administrative matters in relation to these committees.

2. Financial Administration

- Ensure that financial administration reflects relevant legislation and organisational policy.
- Ensure that reporting and documenting of all financial transactions and decisions is open and transparent and in a way that reflects good practice for community based organisations.
- Manage day-to-day organisational budgets as per directions provided by Management Committee.
- Ensure yearly financial audits are completed with support from the Finance Worker.
- Communicate with staff teams to ensure a shared understanding of budget issues and constraints.

3. Service Delivery

- Support staff with decision-making around critical issues relating to duty of care, confidentiality and child protection.
- Provide support and direction to staff in relation to direct service work as needed.
- Monitor the quality of services provided to young women.
- Provide information, referrals and support to young women as necessary.

4. Networking / collaborative partnerships

- Promote and maintain a positive image of Zig Zag in the community and with key stakeholders.
- Actively participate in formal collaborative arrangements designed to increase the sustainability of Zig Zag and the continued provision of specialist services to young women in the Wider Brisbane, Brisbane North, and Brisbane Southwest regions.
- Establish and maintain productive working relationships / links with key stakeholders, policy makers and government officials in regards to service funding and issues impacting on young disadvantaged women.
- Advocate on behalf of young women within relevant forums.
- Network and liaise with relevant community organisations to promote the service and raise awareness of young women's issues.

- Participate in relevant networks and interagency meetings.
- Participate in reference groups, projects and co-ordinating committees where appropriate.

5. Human resources

- Responsible for human resources management, including: recruitment; induction; probation; supervision; debriefing; performance appraisals; safe working conditions for staff; grievance management and provision of professional training and development.
- Provide practice and managerial supervision to the Senior Practitioner, Sexual Assault Program and the Senior Practitioner of the Housing Program.
- Provide supervision to the Finance Worker, Centre Support Coordinator, and Administration Worker, and project workers as required.
- Provide authoritative advice to the Management Committee on matters relating to the employment and retention of staff.
- Ensure appropriate written procedures are in place and maintained, including contract of employment, job descriptions, selection criteria, and staff records.
- Ensure that staff entitlements, conditions and subsequent contractual and legal obligations are met in accordance with the Fair Work Act 2009, the relevant Award and/or Zig Zag's Certified Agreement, and other binding decisions and agreements.

6. Reporting and accountability

- Ensure that Zig Zag abides by its reporting obligations to funding and other government regulatory bodies including Zig Zag's Certification with the Human Services Quality Framework (HSQF).
- Utilise P2i reporting platform, Specialist Homelessness Information Platform (SHIP) and Validata, and the Queensland Homelessness Information Platform (QHIP) and understand their role in accountability.
- Report to the Management Committee of Zig Zag on a monthly basis or as needed.
- Coordinate all associated activities of Zig Zag's Annual General Meeting in collaboration with teams and Management Committee.
- Ensure that Zig Zag maintains accountability for organisational decisions and processes.

7. Governance support

- Have knowledge of Zig Zag's Constitution that supports the Management Committee in its governance duties and in a way that meets their obligations under the Incorporated Associations Act.
- Work flexibly, professionally and in a timely manner with the volunteer Management Committee to support decision-making processes and implementation thereafter.
- Support the recruitment, induction / orientation to the organisation of new Management Committee and sub-committee members.
- Support and resource the Management Committee to effectively meet governance responsibilities.

8. General

- Attend Program team and staff meetings.
- Attend and participate in relevant conferences and training events.
- Prepare submissions for relevant funding, policy and / or legislative reform to Government and other bodies.
- Participate in ongoing professional supervision.
- Undertake public speaking opportunities as required.

ESSENTIAL REQUIREMENTS

- Open drivers' license.
- Valid Blue Card from the Commission for Children and Young People.
- Tertiary Degree in Social Work, Psychology and/or the Social and Behavioural Sciences is required for this position, and post-graduate qualifications will be highly regarded.
- Minimum three years' experience working directly with women / young people who have experienced violence and / or homelessness.
- Minimum two years' experience providing managerial and practice supervision of staff.
- Minimum two years' experience in a human services management role.

KEY SELECTION CRITERIA

1. A clearly articulated leadership style that reflects 'good practice' and the values and philosophy of Zig Zag, and that supports collaborative decision making, where appropriate, across all areas of organisational practice.
2. Demonstrated knowledge of governance function and structure within community-based organisations, and demonstrated experience in providing appropriate levels of support and resourcing to the governance board.
3. An excellent understanding of intersectional feminist and social justice principles as they apply to ethical human services practice, and a parallel framework for supervising such practice.
4. A good understanding of the women's services, and youth homelessness sectors and of the challenges, and opportunities, currently facing community services in Queensland.
5. Demonstrated experience in developing and monitoring organisational budgets, and in overseeing high standards of financial accountability and transparency within community-based organisations.
6. Excellent communication skills (written and verbal) applied to all aspects of the management of a human services organisation - direct work, human resources management, formal partnerships and collaboration, and systemic advocacy.