



Position Description

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| Position Title | Mallee Child and Family Services Alliance Facilitator |
| Directorate | Child and Family Services |
| Reports to | Executive General Manager Child and Family Services |
| Date of Job Description | 14/11/2024 |
| Conditions | Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012 |
| Employment Status | Part-Time Ongoing, Subject to Funding |
| Salary | This position is classified as Band 2 – Admin Officer, with a salary range of \$62,783 - \$83,970, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata |
| Hours of Work | This is a part time position. Work outside normal office hours may be required. |

Position Objectives

The Mallee Child and Family Services Alliance Facilitator will support the Alliance as part of a broader integrated service system, which contributes to the wellbeing, safety and best interests of vulnerable children and families in our community.

The role is responsible for supporting the functions of the Alliance, required planning and oversight in consultation with various levels across the Alliance.

The MCFSA Facilitator will work with both the Executive and Operational Membership of the Alliance and will have responsibility for facilitating and fostering:

- Effective, collaborative and productive relationships and communication channels with and between Alliance member agencies.
- Alliance strategic and catchment planning.
- Effective coordination of service delivery at the local/catchment level.
- Network and partnership development, including effective linkages with other service sectors.
- Demand, capacity and service improvement identification, monitoring and evaluation.

The role will also provide administration support to Child and Family Services of MFC Family Services in all aspects of the operational use of internal systems and applications across the organisation. This includes promoting and driving the use of internal systems and applications, system implementation, resource management, continuous improvement and any required change to support performance through best practice and system development.

| Key Responsibilities & Duties | Performance Expectations |
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| <p>Facilitation, coordination and oversight responsibilities to support the effective realisation of;</p> <ul style="list-style-type: none"> • the MCFSA strategic and operational goals; • operational priorities and responsibilities; • productive networks and partnerships. | <p>Provide day to day support to the MCFSA (Executive and Operations) and drive the effective management of required tasks and projects.</p> <p>Oversight the development, implementation, monitoring and review of the MOU, Operations manual and other relevant documents and tools.</p> <p>Establish and maintain effective communication processes within and on behalf of the Alliance, including acting as the key contact person.</p> <p>Facilitate and support the development of effective partnerships and relationships between the MCFSA membership, family support and human service sectors, individuals and organisations.</p> <p>Facilitate the implementation of the Strategic and catchment planning and evaluate and report back to MCFSA on achievements, barriers and recommended areas of improvement/change.</p> <p>Use MCFSA data sets to provide regular evidence based and analytical reporting to the MCFSA on progress and achievement of identified goals and priorities, risk, challenges and areas of improvement.</p> <p>Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe.</p> |

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| <p>Service Delivery Review and Coordination.</p> | <p>Assist the Alliance in:</p> <ul style="list-style-type: none"> • Managing systems and processes including overseeing the collection, recording and reporting of accurate and fulsome data to ensure evidence-based performance tracking, review and improvement strategies. • Oversight the collection, collation, monitoring and reporting of both quantitative and qualitative data relevant to the evaluation of the Alliance and Family Services. • Ongoing analysis and review of allocations – TOD/Capacity Reports submitted. • Information sharing. • Monitoring performance key performance improvement (KPI) measures and targets. • Support the development, implementation, monitoring and review of the Strategic Plan, Catchment Plan and other relevant plans. |
| <p>Strategic and Catchment Planning.</p> | <p>Support the development, implementation, monitoring and review of the Strategic Plan, Catchment Plan and other relevant plans.</p> <p>Work with the Alliance membership to facilitate and strengthen:</p> <ul style="list-style-type: none"> • Integrated family services across the catchment and relevant sectors. • Earlier intervention/prevention strategies. • Integrated referral pathways. • Culturally safe and competent services. • Workforce planning. |
| <p>Network facilitation.</p> | <p>Build and maintain cooperative and integrated linkages and partnerships.</p> <p>Work closely with key referrer networks, including The Orange Door, police, schools and health professionals.</p> <p>Provide a liaison role for a range of network activities undertaken by the Alliance including local service network development.</p> <p>Provide reports on network functioning to the Alliance as required.</p> <p>Participate in the development of broader sector policy and advocacy activities.</p> |

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| | Participate in regional and state-wide forums relevant to operations of MCFSA. |
| Knowledge Management Advice and Support. | <p>Be actively involved in Alliance Document Control processes to produce documentation in consultation with MCFSA.</p> <p>Provide administration support to the Executive General Manager and Family Services Managers as required.</p> <p>Provide support to ensure a high standard of continuous improvement of systems and processes are maintained.</p> |
| Planning and Organising. | <p>Provide support to ensure a high standard of continuous improvement of systems and processes are maintained.</p> <p>Maintain systematic monitoring and regular reporting of compliance with internal and external obligations across the organisation.</p> <p>Assist managers to initiate quality activities within your department to demonstrate continuous improvement.</p> |
| Project Management. | <p>Undertake project work as required within Mallee Family Care Family Services.</p> <p>Complete reporting on a monthly basis to demonstrate progress towards MFSA Strategic Plan.</p> |
| To participate in supervision. | As per Mallee Family Care Supervision Policy. |
| To be compliant with MFC E Learning courses. | Completing compulsory allocated courses each quarter. |
| To undertake other duties as may reasonably be required. | Undertaking other duties required by your Line Manager. |
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Qualifications and Experience:

- A qualification in business or project management, human services or equivalent qualification with relevant work experience.
- Demonstrated experience in working in a similar role or project role.
- A current driver's licence and a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

Essential

- Highly developed skills in facilitating collaborative partnerships with multiple stakeholders to achieve shared objectives and outcomes.
- Comprehensive understanding of the Child and Family Services sector, relevant legislations and policy frameworks and its interface with other sectors.
- Knowledge of relevant legislation and ability to ensure compliance in work practices.
- Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Desirable

- Excellent communicator with strong interpersonal, advance written and oral communication skills.
- Competent in self-management and solution focused.
- Contributes to the development of processes and systems to improve quality of service.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver’s Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment