

1. Position Identification

Title:	Manager Karnany Resource Centre
Location:	Indigo Junction Karnany Resource Centre
Level:	CASH Award
Hours of Work	MONDAY – FRIDAY
Date effective:	ASAP

2. Reporting Relationships

Responsible To (immediate Supervisor)	Program Manager
Number of Staff Positions (directly supervised)	6
Number of Staff Positions (indirectly supervised)	Nil

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

WE BELIEVE...

Everyone has the right to a safe place to live and grow.

WE WILL...

Indigo Junction will:

- Offer safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation
- Support our client's development towards self sufficiency
- Use our voice to advocate for social change

OUR SERVICE IS...

Dedicated Respectful Innovative Informed Collaborative

4. The key objectives of this position are:

- To manage and strategically develop Karnany Resource Centre through the provision of a range of services designed to optimise outcomes consistent with direct intervention and prevention of homelessness.
- To support the Program Manager and Chief Executive Officer in the provision of services in accordance with good practice and standards stipulated by funding bodies.
- To support the Program Manager and Chief Executive Officer in the provision of services relating to Occupational Safety and Health and site infection control.

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the organisation's code of conduct, policies and procedures.
- Manage the day to day operations of the Karnany Resource Centre with a focus on risk management and quality service interactions for people experiencing disadvantage.
- Operate in accordance with CPFS Service Standards and funding contract requirements.
- Support Program Manager to compile reports on service delivery activities to be presented to the Board, CPFS and related funding bodies.
- Supply reports to the Program Manager pertaining to any reportable incidents.
- Effective staff management that includes induction, training in accordance with the Indigo Junction Quality Learning and Assurance Framework, rostering and timekeeping in accordance with the award payroll systems.
- Provide staff Supervision to both individuals and groups in accordance with the Indigo Junction Staff Supervision Framework.
- Implement procedures and maintain data collection for Indigo Junction contract requirements.
- Maintain good records and support program evaluation, reporting and audit processes as required.
- Participate in organisational and external training opportunities.
- Other duties as directed by the Program Manager or Chief Executive Officer.

Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
- Implement and monitor systems to achieve quality outcomes for clients.
- Coordinate case management in accordance with the Indigo Junction Policy and Procedures Manual and Case Management Framework.
- Facilitate integrated service delivery for both internal and external services.

Community Liaison

- Establish and expand partnerships within the community for improved information/referral services to clients of Karnany.
- Represent Indigo Junction through attendance and participation in Community Sector events, projects and initiatives.
- Develop appropriate collaborative programs to meet client's needs.
- Develop and maintain contact with related services throughout the metropolitan area.

6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent.	✓	

<i>b) Experience and knowledge</i>	<i>Essential</i>	<i>Desirable</i>
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with people in crisis.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and other crisis.	✓	

Experience in a case management approach with an understanding of professional boundaries in relation to client work.	✓	
Experience in responding to people experiencing mental health and alcohol and drug problems.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with people from diverse backgrounds.	✓	

<i>c) Skills and attributes</i>	<i>Essential</i>	<i>Desirable</i>
High Level supervision, leadership and organisational skills.	✓	
High level of interpersonal skills.	✓	
High level communication skills, both written and oral.	✓	
High level negotiation and advocacy skills.	✓	
High level self-management, time management and organisational skills.	✓	
Computing skills in word processing, spreadsheets and data-base.	✓	

<i>d) Training and/or licences and/or clearances</i>	<i>Essential</i>	<i>Desirable</i>
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____
Manager Karnany Resource Centre

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

Signature: _____
Chief Executive Officer

Date: _____