

## 1. Position Identification

Title:	Manager Karnany Resource Centre
Location:	Indigo Junction Karnany Resource Centre
Level:	CASH Award: 6.1
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:** \_\_\_\_\_