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# Information Pack

## *Manager Service Stream 1*

38 hours per week

TFSS is looking for a Service Stream Manager to lead the Children's Contact Service and our early intervention programs.

All staff are valued and respected and are presented with genuine opportunities to develop their full potential. TFSS recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$53.85 and \$56.22 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

**Included in the package you will find:**

- The Job/Position Description including the Competencies and Outcomes required for the position.

**Please return your application to:**

Human Resources Officer  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340  
or via email to: [applications@tfss.com.au](mailto:applications@tfss.com.au)

**Please ensure that you include the following in your application(s):**

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

**Selection for interview will be based on:**

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

*Those from multicultural backgrounds and Aboriginal and Torres Strait Islander people are encouraged to apply.*

Position Description	
1. Position Title	Manager
2. Service	Stream 1
3. Program	CaPS (Children & Parenting Support) CYFS (Child Youth & Family Support) Tamworth Community Outreach CCS (Children's Contact Service)
4. Location	Tamworth
5. Reporting Manager	Chief Operations Officer (COO)
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 6
8. Position Terms	38 hours per week ongoing subject to funding
9. Probationary Period	6 months

Competencies and Outcomes
<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>I. Degree with substantial experience or; Post graduate qualification or; Associate diploma with substantial experience or Attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level. Experience in leading teams</li> <li>II. Demonstrated ability to create and/ or maintain community partnerships</li> <li>III. Excellent organisational, administrative, financial and management skills.</li> <li>IV. Ability to recruit, train, supervise and support staff with demonstrated management experience.</li> <li>V. Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of services to clients.</li> <li>VI. Ability to analyse quantitative and qualitative data to inform and improve service delivery.</li> <li>VII. Extensive experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills.</li> <li>VIII. Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution.</li> <li>IX. Understanding of cultural issues with experience working with minority groups such as Aboriginal and Torres Strait Islander, LGBTIQ and non-English speaking groups.</li> <li>X. Detailed understanding of the child protection framework and mandatory reporting requirements</li> <li>XI. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines.</li> <li>XII. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks</li> <li>XIII. Current Driver's Licence</li> <li>XIV. Ability to be on an on-call rotating roster</li> </ol>

<p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>I. Understanding of the demographics and relevant issues within the geographical area of the program</li> <li>II. Registered and comprehensively insured motor vehicle</li> <li>III. First Aid Certificate</li> </ol>
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### Organisation Objectives

TFSS is a “for purpose”, community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.

TFSS comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

### Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

### TFSS Vision

Thriving Communities, Endless Possibilities

### TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services.

We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

### Program and Position Objectives

The SS1 Manager will:

- Lead and manage teams and ensure a positive workplace culture
- Coach and supervise staff and provide 1:1 formal supervision
- Motivate, develop, coach, train, induct and
- Formally appraise employees to set performance standards, recognise achievements, develop professional development plans and deal with performance issues;
- Ensure the service runs effectively and efficiently on a day-to-day basis;
- Assist in the development of an annual plan and coordinate the activities of the service, ensuring they are in accordance with the organisational strategic plan;
- Coordinate the delivery of all services under your delegated responsibility;
- Ensure that appropriate client records and data on services is maintained and that regular evaluations of client needs and service delivery occur;
- Periodically review the needs of service clients and be innovative, responsive and adaptable in your approach;
- Communicate with your manager and Human Resources on matters of employment of staff;
- Ensure that staff fulfil the requirements of their position descriptions;
- Ensure adequate and appropriate supervision, training, support and performance appraisals are provided to staff;
- Ensure the provision and maintenance of safe working conditions for all staff;
- Represent the service to other community agencies and the wider community;
- Coordinate the development of appropriate promotional material;
- Develop links with both internal and external stake holders to promote greater and more effective coordination of services for the community;

**Program and Position Objectives**

- Responsible for overseeing program budgets, monitoring expenditure to ensure compliance with policies and procedures, and approving financial transactions within delegation.
- Provide written reports to the CEO on the operations of the services.
- Undertake other activities or duties as required to ensure the smooth operation of the office and/or program, and as directed by the manager

**Key Capabilities**

Stream	Descriptor	Tier
<b>Community and Interagency Relations</b> (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	<b>1.4.1</b> Creates and sustains dynamic, strategic and productive relationships with key stakeholders
	Community	<b>1.4.2</b> advances organisational objectives and champions important issues with key stakeholders
	Partnerships and collaboration	<b>1.4.3</b> Negotiates and builds fruitful formal and informal partnerships to achieve strategic objectives and improve client/member outcomes
	Knowledge of Community	<b>1.4.4</b> maintains high level awareness of sector and current issues that affect clients and members
	Social Justice	<b>1.4.5</b> Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence Service Sector
<b>Professionalism</b> (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	<b>2.4.1</b> Designs own approaches for excellent performance and structures time and tasks to achieve prioritised outcomes
	Ethics	<b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct.
	Taking Responsibility	<b>2.3.3</b> Delegates to develop staff and accepts responsibility for actions of staff and teams under authority
	Problem solving	<b>2.3.4</b> Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving
	Initiative and Enterprise	<b>2.4.5</b> Envisions new and innovative possibilities and actions those with significant organisational benefit
<b>Communication</b> (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	<b>3.4.1</b> Expresses confident and cogent public messages when advocating and negotiating for clients/members and organisational issues
	Written Communication	<b>3.4.2</b> Writes succinct and lucid reports and documents for board, funding bodies and key stakeholders
	Verbal Communication	<b>3.4.3</b> Provides considered responses and clear messages to inspire trust and confidence of others
	Public Speaking	<b>3.4.4</b> Adapts presentations to engage different audiences and obtain their support
	Interpersonal Skills	<b>3.4.5</b> Motivates others through personal interactions and mentors development of emerging leaders

Key Capabilities		
Stream	Descriptor	Tier
<b>Leadership and Teamwork</b> (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision	<b>4.4.1</b> Champions vision and mission and maintains focus on the big picture
	Strategic Focus	<b>4.3.2</b> Develops team plans with clear targets and goals linked to strategic plan
	Team Dynamics	<b>4.3.3</b> manages team dynamics, supports productive working relationships and work-life balance
	Conflict Management	<b>4.3.4</b> Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution
	Diversity	<b>4.4.5</b> Selects diverse team members with strong and appropriate skill bases suited to task and supports team building AND Develops and models own leadership style.
<b>Resources, Assets and Sustainability.</b> (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability)	Revenue Raising	<b>5.3.1</b> Prepares funding applications and writes winning tenders
	Financial Management	<b>5.3.2</b> Prepares program and complex project budgets, and reviews financial performance
	Procurement	<b>5.2.3</b> Researches market and attains value for money when making purchases or contracting work.
	Equipment and assets	<b>5.3.4</b> Manages assets, allocates resources and purchases high cost equipment to support service delivery
	Sustainability	<b>5.2.5</b> Aims for sustainability in purchasing decisions
<b>Service Delivery</b> (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice	<b>6.3.1</b> Disseminates, promotes and develops reflective and evidence based practice models.
	Knowledge of client issues	<b>6.4.2</b> Maintains high level awareness of client/member issues as impacted by political, economic, social and technological change.
	Client Outcomes	<b>6.4.3</b> fosters a culture of excellence in service delivery
	Diversity	<b>6.4.4</b> Champions respect for diversity and importance of culturally appropriate behaviours
	Client confidentiality and dignity	<b>6.4.5</b> Fosters a culture of respect for client's confidentiality and dignity

Key Capabilities		
Stream	Descriptor	Tier
<p><b>Program Management and Policy Development</b></p> <p>Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.</p>	<p>Policy Development and Implementation</p> <p>Achieving Results</p> <p>Contract Management</p> <p>Complaints handling</p> <p>Continuous improvement</p>	<p><b>7.3.1</b> Researches options and consults with stakeholders to develop clear and workable policies and procedures that align with organisational mission</p> <p><b>7.3.2</b> Manages programs and complex projects to work to timelines and budget and achieve goals and objectives and envisions and designs new programs</p> <p><b>7.2.3</b> Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.</p> <p><b>7.2.4</b> Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations</p> <p><b>7.4.5</b> encourages continuous improvement and establishment of systems for feedback and review</p>
<p><b>Change and Responsiveness</b></p> <p>(Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)</p>	<p>Change adaptability</p> <p>Multi-skilling</p> <p>Creativity and Innovation</p> <p>Technology</p> <p>Learning and Development</p>	<p><b>8.3.1</b> Implements change management processes and monitors progress</p> <p><b>8.3.2</b> Designs jobs and teams with an emphasis on multi-skilling and opportunities for shared learning</p> <p><b>8.3.3</b> Establishes ways to capture, communicate and share innovative ideas and practices</p> <p><b>8.2.4</b> Supports the use of new technology and develops skills to master new technology.</p> <p><b>8.3.5</b> Establishes systems and processes for reviewing skills and professional development</p>
<p><b>Governance and Compliance</b></p> <p>(Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)</p>	<p>Strategic Planning</p> <p>Quality</p> <p>Risk Management</p> <p>WHS</p> <p>Legislation and Compliance</p>	<p><b>9.3.1</b> Develops and implements work plans and targets to support implementation of strategic plan</p> <p><b>9.3.2</b> Manages the implementation of quality systems and ensures that quality outcomes are achieved</p> <p><b>9.3.3</b> Manages risk and encourages staff to take advantage of opportunities</p> <p><b>9.3.4</b> Manages work practices for health and wellbeing of staff and compliance with WHS legislation</p> <p><b>9.2.4</b> Contributing to the identification of WHS risks and hazards and ensures safety in their own work context.</p> <p><b>9.3.5</b> Manages work practices to comply with relevant legislation and licensing requirements.</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> <li>• Build and maintain a professional rapport with each service program within TFSS</li> <li>• Implement an understanding of the Children and Young Persons (Care &amp; Protection) Act [1998]</li> <li>• Prioritise to achieve the objectives of TFSS and the objectives of each program</li> <li>• Provide appropriate communication based on the audience receiving</li> <li>• Follow processes and systems to maintain accurate records.</li> </ul>	As per TFSS policies and procedures
Responsibilities	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> <li>• Undertake significant projects and/or functions involving the use of analytical skills;</li> <li>• Undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;</li> <li>• Exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;</li> <li>• Undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;</li> <li>• Negotiate on matters of significance within the organisation with other bodies and/or members of the public;</li> <li>• Provide advice on matters of complexity within the work area and/or specialised area;</li> <li>• Provide a consultancy service for a range of activities and/or to a wide range of clients;</li> <li>• Where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:               <ul style="list-style-type: none"> <li>– provide support to a range of activities or programs;</li> <li>– control and co-ordinate projects;</li> <li>– contribute to the development of new procedures and methodology;</li> <li>– provide expert advice and assistance relevant to the work area;</li> </ul> </li> </ul>	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> <li>– supervise/manage the operation of a work area and monitor work outcomes;</li> <li>– supervise on occasions other specialised staff;</li> <li>– supervise/manage the operation of a discrete element which is part of a larger organisation;</li> <li>– Provide consultancy services for a range of activities.</li> </ul>	
Workplace Standards	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy;</li> <li>• Promote and demonstrate a commitment to continuous improvement across TFSS;</li> <li>• Understand and comply with TFSS policies, procedures and workplace standards;</li> <li>• Maintain and ensure privacy and confidentiality;</li> <li>• Take active responsibility for your own well being in the workplace and gain assistance if required;</li> <li>• Use TFSS resources efficiently and effectively and treat them with due care;</li> <li>• Advise your manager of any obligations in relation to secondary employment;</li> <li>• Report any improper conduct;</li> <li>• Assist in the general maintenance, cleanliness and presentation of workplace facilities.</li> </ul>	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of organisation policies and procedures;</li> <li>• Specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;</li> <li>• Specialist knowledge gained through experience, training or education;</li> <li>• Appreciation of the long term goals of the organisation; Detailed knowledge of program activities and work</li> <li>• Practices relevant to the work area;</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>• Works under limited direction from COO or the CEO</li> <li>• Supervision of staff.</li> </ul>	As required
Finance and Administration	<ul style="list-style-type: none"> <li>• Accurately and objectively report feedback;</li> <li>• Ensure completion of own and oversight of staff timesheets;</li> <li>• Ensure all appropriate receipts and travel claims are sent through to finance.</li> </ul>	As per TFSS policies and procedures



Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> <li>Participate in supervision;</li> <li>Assist management to identify employee's own professional development needs;</li> <li>Attend relevant professional development opportunities in order to fulfil your role;</li> <li>Participate in cultural competencies, training and activities;</li> <li>Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service;</li> <li>Actively participate in a service evaluation and staff appraisals, review of job descriptions;</li> <li>Attend relevant meetings in relation to your role.</li> </ul>	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> <li>Take reasonable care of your own health and safety;</li> <li>Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others;</li> <li>Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act;</li> <li>Raise any concerns in relation to WHS with your Health and Safety Representative or Manager;</li> <li>Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately;</li> <li>Report to work in a fit and proper condition, so that you are able to competently undertake your duties;</li> </ul>	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients and their children;</li> <li>As a mandatory reporter you have a legal obligation to report to the Child Protection Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people;</li> <li>Report any misconduct committed by staff against a person under 18 years;</li> <li>Ensure that your actions do not expose clients or children to harm;</li> </ul>	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> <li>Assist in reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).</li> </ul>	
Professionalism and Conduct	<ul style="list-style-type: none"> <li>Work as part of a team in delivering quality outcomes for TFSS;</li> <li>Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders.</li> </ul>	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> <li>All complaints are acted on and handled within policy;</li> <li>Manager is aware of complaints immediately.</li> </ul>	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> <li>Act within policy and procedure</li> <li>Data Management Systems monitoring, authorisation and reporting</li> <li>Oversight of Security system</li> <li>Client complaints</li> <li>Staff Disputes</li> <li>Acceptance into program confirmation</li> <li>Exercise a degree of autonomy;</li> <li>May manage a work area or medium to large organisation or multi-worksite organisation;</li> <li>Selection of methods and techniques based on sound judgment;</li> <li>Manage significant projects and/or functions;</li> <li>Solutions to problems can generally be found in documented techniques, precedents, or instructions.</li> <li>Advice available on complex or unusual matters.</li> </ul>

Decisions that are Referred to your Direct Supervisor
<p>All issues that require a sign off/approval from the COO or those with the delegation of authority to do so;</p> <ul style="list-style-type: none"> <li>Issues outside of policy guidelines</li> <li>Requests for new business from Funding Bodies</li> <li>Complaints from Funding Bodies</li> </ul>

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**Conditions of Employment:**

All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Board from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

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Employee's Signature

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Dated

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Employee's Name

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CEO / Manager's Signature

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Dated

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CEO / Manager's Name