

OPERATIONS MANAGER FAMILY SERVICES

76 hours per fortnight (1.0 FTE)

Ongoing position

The Operations Manager Family Services role is responsible for creating strong community connections and flexible models of care which are responsive to people's needs. It operates from a social model of health that acknowledges the social, environmental and economic factors that affect health, alongside biological and medical factors.

The Family Services team takes a multidisciplinary approach to planning and delivering a range of support services for families including outreach support, referral to appropriate services, group work, and educational programs for parents and carers and the broader community. It comprises a large Family Services team alongside smaller complementary programs. It includes the leadership of the Loddon Children's Health and Wellbeing Local, which is a partnership model offering a range of specialist medical, mental health, allied health and wellbeing services.

About BCHS

Bendigo Community Health Services has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Generous salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing

About the role

The position will lead the Family Services team within a systems-based approach, working collaboratively with colleagues, other community health organisations and local government to ensure a coordinated approach to service delivery against program objectives with clear client outcomes.

Family Services staff help families to identify goals that will assist families and children to reach their potential. Many of the families referred to the Family Services team have had, or are involved with the statutory system, which means managing risk, advocating for children, and navigating the service system are all important functions of the team.

The overall outcomes for the Family Services programs are:

- Families function well in nurturing and safe environments.
- Children and families have the knowledge and skills for life and learning.
- Families, including children, benefit from better social inclusion and reduced disadvantage.
- Organisations provide integrated services and work in collaboration with other services and the community.
- Services focus on vulnerable and disadvantaged families and children.

Key Selection Criteria**Essential**

1. Tertiary qualifications in Health, Social Sciences or Management.
2. Extensive experience in family services program management.
3. Demonstrated understanding of the issues which impact vulnerable families in our community, including a substantial knowledge around trauma, attachment and child development.
4. Demonstrated experience in managing multi-disciplinary teams.
5. Extensive understanding of the legislative, quality and funding frameworks underpinning family services.
6. Complex problem solving and decision-making skills.
7. Highly developed communication skills in a range of formats and contexts.
8. Demonstrated ability to develop strong relationships with internal and external stakeholders to influence positive outcomes.

Probity requirements

- A current Driver's Licence
- A Police Check (paid for by BCHS)
- Current Working with Children Check or willingness to obtain

How to apply

Applications addressing the Key Selection Criteria should be emailed to recruitment@bchs.com.au by 10pm Sunday, 23 June 2024.

Further information

For further information about the role, please contact Mandy Hutchinson, Chief Executive Officer, on (03) 5406 1200.

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact Human Resources on telephone (03) 5406 1312 if an automatic acknowledgement has not been received.

Please note if you are shortlisted, interviews will be held between 25 June and 1 July.