Position Description

Title: Manager Lifeline

Business Unit: Lifeline

Location: Victoria

Employment type: Full Time

Reports to: Executive Officer

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities ad confront injustice
Our values: We are imaginative, respectful, compassionate and bold

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

Position purpose

The Manager Lifeline has responsibility for the leadership management and development of the Lifeline Program specifically leading and managing a team of staff and volunteers to ensure the delivery of high quality crisis intervention services to clients who are experiencing issues related to their emotional well-being and who present with suicidal ideation and complex needs

Scope

Budget: $3.1 million (Annually)

People: 75 (Staff) 300 (Volunteers)

Relationships

Internal:

- Executive Officer
- Lifeline staff and volunteers
- Support and foundation staff

External	• Clients and their families • Government funding bodies • Lifeline Australia Staff

Key responsibility areas

Service delivery	• Deliver crisis intervention services that informed by contemporary suicide prevention strategies, are evidence based and support clients to improve their emotional well-being • Ensure that the voices of clients and volunteers are heard and acted on • Deliver services that comply with relevant funding agreements, accreditation and program standards and are in accordance with relevant legislation, policies and procedures. • Deliver services that meet all relevant performance and outcome indicators • Promote community awareness of emotional wellbeing and suicide prevention. • Grow and develop existing services and programs including training and professional development. • Explore and develop new service opportunities through service integration and collaborative partnerships
Financial Management	• Effectively manage the budget to achieve optimal client and service outcomes within the resources provided and drive efficiency strategies. • Ensure Lifeline income targets are met and are sufficient to meet growth targets.
Building Relationships	• Develop and maintain effective relationships with key stakeholders including clients, families, peak bodies, community service organizations, relevant professionals and state federal government.
People and teams	• Establish, lead, coach and inspire an engaged and productive team • Lead the team in leading practices and effective process governance • Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision. • Undertake regular supervision and performance review with line manager, proving feedback to promote collaborative working relationships • Promote and maintain a positive, respectful and enthusiastic work environment • Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
Continuous Quality Improvement	• Develop and promote relevant tools and resources with an am to ensure that best practice within the services • Identify and recommend changes to procedures ad standards of care that impact community services sector.
Personal accountability	• Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant. • Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us. • Ensure appropriate use of resources.

- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- Essential: Tertiary qualifications in human/community services, public administration and/or business management.
- Essential: Current valid driver's license.

Experience

- Essential: 2-3 years' experience in a management role.
- Demonstrated experience in developing and implementing strategic plans that improve service performance.
- Demonstrated experience in strategically managing a large and complex workforce and operation including service agreements and service delivery activities in the human services field
- Experience in leadership. Change management and service development

Core selection criteria

- **Values alignment***:* ability to demonstrate and authentically promote Uniting's values
- **Teamwork**: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity.
- **Client Focused**: Achieve results through their teams
- **Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.
- **Communication:** Well development communication and interpersonal skills

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Position description

Manager

Name:		
Signature:		
Date:		