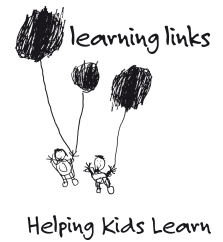


STATEMENT OF DUTIES



JOB TITLE:	Manager Family Services SWS
AWARD:	Award Free
SALARY:	As agreed
POSITION	Full time (38 hrs per week)
ACCOUNTABLE TO:	General Manager of Family Services
RESPONSIBLE FOR:	South West Sydney Case Management Program, Behaviour Support Program and the EarlyStart Diagnosis Support Program

The role of the family is acknowledged as the enduring and central force in a child's life. All programs offered through Learning Links support families in making decisions about the services they would like for their children. All information shared by the family is confidential and is not shared without the written permission of families.

The Family Services Programs assist the family/carers of children aged 0-18 with a mild to moderate disabilities and/or moderate to severe learning difficulty or aged 0-6 who are at risk of not reaching developmental mile stones without intervention. Family Counsellors in all programs work collaboratively with the client and their family/carer to identify individual/family needs and function levels to maintain quality of life in the community.

The Manager is responsible for:

- ❑ Managing day to day issues within the Family Services Programs and liaising with relevant internal staff from other programs.
- ❑ Liaising with external services and organisations and providing leadership and operational management of the delivery of Family Services in the designated area of the region.
- ❑ Ensuring the delivery of quality services by actively promoting the application of national and industry standards in disability and by monitoring and evaluating their application.
- ❑ Collaborating with other program managers to facilitate the development & implementation of co-ordinated service to children and families at the Service Centre which addresses local clients needs.
- ❑ Monitoring program budget & ensures costs are managed within budget.
- ❑ Monitoring & evaluating the performance of each program against agreed performance standards.
- ❑ Providing professional direction, supervision and support to program staff within Family Services.

- ❑ Addressing complaints both internally and externally according to LL policies and procedures.
- ❑ Managing the waiting list; intake and assessment process for new referrals.
- ❑ Providing information and advice about mainstream, informal and specialist community support options and services to carers/families of children with disabilities, service providers and professionals.
- ❑ Providing relevant and timely information to assist the individual, their family and carer's to identify individual service needs, access appropriate supports and services, and enhance their ability to self manage through the service system.
- ❑ Co-ordinating and linking families into appropriate and relevant specialist support and mainstream services and to address short and long term priorities as specified in the service plan.
- ❑ Promoting and advertising the service within the local community and among other service providers.
- ❑ Being familiar and adhering to Learning Links policies and procedures.
- ❑ Collaborating with other Managers of Family Services and the General Manager of Family Services on issues of policy, service delivery and future development of the Family Services.
- ❑ In consultation with the General Manager of Family Services, meeting the funding and accountability requirements of statutory bodies.
- ❑ Acting as an advocate for parents and their issues within Learning Links.
- ❑ Adhering to legislative requirements in regard to Child Protection.
- ❑ Ensuring that the service meets all OHS requirements.

Confidentiality

Not to disclose to any person at any time any confidential information about the operations of Learning Links including (without limiting the generality thereof) Learning Links' corporate knowledge or financial affairs. This restriction on disclosure of confidential information continues to apply in the event that employment by Learning Links ceases.