

Position Description

Role:	Integrated Services Manager
Reports To:	Head of Dandenong Integrated Services Hub
Employment Type:	Part-Time (0.8 FTE), ongoing
Award Pay Level:	Level 6 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 205 Thomas Street, Dandenong, VIC Some travel to Footscray required

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

ASRC Dandenong

An opportunity has arisen for a values-driven, motivated and highly experienced leader to oversee the day to day operations of our Dandenong Centre. The Integrated Services Manager will be joining our team at an exciting time as the ASRC launches a new larger premises in Dandenong. The Manager will play a vital role in the smooth operational management of the first-ever Integrated Services Hub for people seeking asylum in South East Victoria in mid-2021. The role will also provide support to other partners within ASRC's integrated service model to ensure effective collaboration and a one-team approach.

Position Description

The Role

This position is responsible for ensuring the day to day multi-service delivery is efficiently and effectively meeting the needs of people seeking asylum. This includes the management of the team (including volunteers), building facility, resources and space allocation, OHS, client relationships and service delivery level stakeholder engagement. The successful candidate will ensure a strong focus on quality, standards, growth and performance of each service.

The successful candidate will be a self-starter with sound business and community services management insight, organisation skills, knowledge of the refugee sector, and is able to provide leadership to a multidisciplinary team working across a diverse range of community-based services.

Key Responsibilities

- Develop, lead, motivate and manage teams and volunteers, including driving high performance and performance management.
- Nurture a culture aligned with ASRC values and mission.
- Manage programs that align with ASRC values, strategic plan, and internal policy.
- Manage building maintenance within the approved budget.
- Managing the team that oversees front reception and the implementation of the ASRC Central Access model.
- Manage a smooth efficient service that meets the expectations and needs of members and stakeholders.
- Develop and maintain local operational and administrative systems and procedures to support the effective management of programs.
- Promote and maintain positive relationships with internal and external stakeholders.
- Facilitate regular partners meeting and collaboration.
- Play a significant role in long-term planning, including an initiative geared towards operational excellence with a strength-based approach.
- Develop, maintain and report on the monitoring and evaluation of the centre operations and program logic.
- Facilitate monthly partnership meetings.
- Manage case coordination and person-centred service response.
- Manage efficient space allocation and resource distribution.
- Be the critical Incident responder for day to day Hub escalated issues.
- Quarterly reporting, including but not limited to financial, human resources and centre maintenance services.
- Maintain Hub risk register.
- Responsible for upholding Occupational health and safety standards for the Hub in conjunction with the Safety and Wellbeing Officer

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Selection Criteria

Essential:

- Qualification in International Development, humanitarian empowerment or related discipline.
- Demonstrated experience in the management of programs, budgets and services for vulnerable people.
- Highly developed leadership and relationship management skills, with proven ability to collaborate and create partnerships
- Demonstrated experience in working in a multidisciplinary team.
- Thorough knowledge of OHS regulations and protocols
- Ability to use initiative, think laterally and strategically, meet deadlines and produce quality work under pressure.
- Demonstrated ability to work with people from diverse cultural backgrounds with specific reference to people seeking asylum.
- Proven experience adapting to and managing an ever changing professional environment
- Demonstrated ability to motivate and support a team of volunteers and employees
- A calm professional and respectful demeanor

Desirable:

- Lived experience of seeking asylum in Australia
- Bachelor of social work or psychology with accreditation and demonstrated working experience.