



Domestic & Family Violence Alliance
Job & Person Specification – Alliance Senior Manager

Position Title:	Alliance Senior Manager, Domestic & Family Violence Alliance		
Classification:	SCHADS Level 7, 1.0 FTE		
Location:	WSSSA, Mile End/ Head Office		
Last Reviewed	31/12/2020	Review Due	01/07/2021

Role Dually Reports to:	<ul style="list-style-type: none">• The Alliance Leadership Team• The Chief Executive Officer, whilst acting on behalf of the Alliance, and/ or in relation to day to day Alliance matters
Management/ Oversight:	<ul style="list-style-type: none">• Manages and addresses, using the agreed Alliance protocol, the performance of Alliance Management Team roles.

KEY PURPOSE OF THE POSITION

Recent industry reform has resulted in the creation of The SA Domestic and Family Violence Alliance (the Alliance), bringing together multiple partners across the domestic violence sector to work collaboratively in combining knowledge and experience to create a coordinated, coherent and “whole of system” approach to the provision of services across South Australia.

The position of Alliance Senior Manager is a newly created role, and will be employed by the Lead Participant of the Alliance, Women’s Safety Services SA (WSSSA), but will work wholly for the Alliance, and report to the Alliance Leadership Team.

The principle focus of the Alliance Senior Manager will be to manage the delivery of transformational change through the implementation and administration of Alliance decisions, plans and strategy. The role will provide leadership, chair the AMT and oversee the performance of AMT roles, to ensure outcomes are consistently achieved across Alliance participant sites.

THE ORGANISATION

The SA Domestic and Family Violence Alliance brings together the collective knowledge and experience of National Housing and Homelessness Agreement funded Alliance Participants, First Nations people, and women and children with lived experience of domestic and family violence. The Alliance recognises the fundamental rights of all people to safety, freedom and self-determination, and has a special focus on these outcomes for women and children. The overarching goal of the Alliance is to enhance the delivery of high quality, client focussed, domestic and family violence services in SA, to achieve the best possible outcomes for women and children experiencing domestic and family violence.

ALLIANCE VALUES & PRINCIPLES

Alliance Participants value, and are committed to:

- Collective ownership, responsibility, collaboration and accountability
- Best-for-outcomes decision making



- Pooling of experience and collective responses to issues surrounding domestic & family violence
- Improved decision making, innovation and flexibility
- Community responsibility

KEY WORKING RELATIONSHIPS

- Alliance Leadership Team (ALT)
- Alliance Management Team (AMT)
- Chief Executive Officer (CEO)
- Alliance Participants
- WSSSA Executive team
- Internal & External stakeholders

KEY RESULT AREAS

Promote, Support & Embed the Alliance

- Lead the development and deployment of the Alliance Charter of principles, objectives, purpose and behaviours across all Alliance work sites;
- Utilise effective change management strategies to drive a transformational change agenda, and promote the acceptance and implementation of changes required by the Alliance;
- Embed the Alliance Charter and across people management processes including position descriptions, inductions and performance review processes;

Alliance Management Team and Organisational Structures

Work in collaboration with relevant stakeholders to:

- Develop & implement the organisational structures required to ensure an effective Alliance;
- Develop and deploy position descriptions for AMT and ALT members;
- Develop a workforce plan to accommodate organisational structure and resourcing required to meet the objectives of the Alliance;
- Develop performance related processes for the Alliance, including performance management,, performance reviews and succession planning protocols;
- Ensure cohesive and cross collaborative functioning of Programs across Alliance sites.

Management of Alliance Business & Reporting

- Develop and implement consistent issue escalation, and decision-making protocols for adoption by Alliance participants;
- Develop and implement consistent management systems, financial and operational management plans, and associated training to ensure delivery of outcomes by the Alliance;
- Lead collaborative efforts with Alliance Participants to develop meaningful key performance indicators (KPI's), and ensure consistent focus on achievement of KPI's endorsed by the ALT, over the life of the Alliance.
- Lead, develop and implement measurement and reporting standards and protocols to meet ALT and NAHA requirements, and lead the monitoring and reporting of Alliance delivery obligations.

Leadership and Cultural Development

- Lead the implementation of key Alliance objectives and continuous quality improvement of Alliance outcomes, and coordinate and plan AMT activities;



- Devise and implement a cultural development and maintenance plan that drives culture of performance, innovation, and collaboration across the Alliance, including implementation of systemic changes as required;
- Monitor performance against the cultural development plan, and implement corrective actions to address identified gaps or issues;
- Develop and model leadership behaviours consistent with the Alliance strategic framework and leadership philosophy, and consistently coach, mentor and manage AMT leadership behaviours.

Cultural Competence

- Ensure Alliance requirements provide effective access, inclusion and cultural consultation for First Nation led designed Alliance and system responses to improve First Nation client outcomes and strengthen the cultural capacity and capability of the Alliance

Communication & Relationships

- Development of an internal communications strategy and plan for the Alliance, incorporating use of effective change management communication methodologies;
- Ensure timely and accurate communication of Alliance related information, updates and future directions to the ALT and AMT;
- Build and maintain sound relationships with AMT members, and manage business relationships and partnerships with key Alliance stakeholders, to ensure Alliance participants understand and are committed to their active contribution to the achievement of Alliance objectives;
- Utilise relationships and influencing skills to drive changes across participant sites as required by the ALT.

Risk & Compliance

- Manage and ensure compliance with Alliance requirements as specified by National Homelessness and Housing Agreement (NHHA) reform;
- Develop effective risk management systems for the Alliance;
- Provide regular reports to the Chief Operating Officer and ALT regarding Alliance developments and deliverables, and identify, develop and implement risk management strategies;
- Ensure adherence to legislative requirements, and maintain up to date knowledge of relevant government and community based legislation, initiatives and policies;
- Provide up to date advice to Chief Operating Officer and ALT on relevant trends and their impact in influencing policy development and planning for the Alliance.

PERSON SPECIFICATION

Essential Qualifications

- A tertiary qualification in Social Work, Social Sciences, Project Management, Business Management or relevant qualification, and experience commensurate with the position.

Competencies and Experience

- Demonstrated experience in the successful leadership of teams and individuals through transformational change, including the use of effective change management strategies to drive and influence change across multiple work sites or work groups;



- Significant experience in the development and implementation of foundational frameworks for an Alliance or similar collaborative entity, including business charters, performance management processes, management systems and management plans, and KRA's and reporting protocols;
- Experience in finance, managing costs and budget control;
- Demonstrated ability to utilise high level communication skills and engagement strategies to foster strong working relationships with Alliance members and other internal and external stakeholders;
- Proven ability to think innovatively and keep up to date with best practice, and the drive and passion to implement the foundational frameworks of an Alliance, whilst reviewing and updating to ensure continuous improvement;
- Demonstrated ability to successfully interact and collaborate with the First Nations community and operate within a culturally competent framework. This includes, but is not limited to, the engagement and participation of First Nations people, and the provision of culturally competent, respectful services and system responses.
- Strong decision making capabilities to resolve complex issues, a willingness to take balanced risks, and the initiative to make sound decisions based on analysis of risk and business needs;
- High level written and verbal communication skills, with the ability to communicate effectively and succinctly, as well as produce well-articulated written reports and briefings;
- Demonstrated tenacity and enthusiasm to drive the implementation of Alliance decisions, plans and strategy across multiple Alliance partner sites;
- Sound skills in the use of IT platforms, including Microsoft, and relevant databases, and a good understanding of data management systems;
- Knowledge of the particular needs of women and children affected by domestic and/or family violence.

SPECIAL CONDITIONS

- Current full Driver's License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be able to work outside normal hours when required.

GENERAL DUTIES & RESPONSIBILITIES

- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.
- Ensure work is performed in alignment with WSSSA values and practice framework, and the WSSSA Code of Conduct

Duty as a Public Officer

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.



Duty as an Officer under the Work Health and Safety Act

- As an Officer under the WHS Act, you are legally required to exercise due diligence to ensure Women's Safety Services SA meets its duty to protect persons against harm to health and safety.
Work Health and Safety Act 2012, Division 27, 4 – Duty of Officers.

Prepared by Name: SA DFV Consortium Role Title:	Date: 17/01/2021
Approved by Name: Role Title:	Date: