



POSITION DESCRIPTION

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| POSITION TITLE: | Senior Project Manager, Centre for Practice Knowledge and Research |
| DEPARTMENTS: | Research and Policy Centre, Community Services, Aged Care and Community Care |
| OCCUPANT: | to be appointed |
| DATE APPROVED: | August 2010 |
| APPROVED BY: | General Manager Community Services General Manager Research and Policy Centre General Manager Aged and Community Care |

BACKGROUND

Established during the Great Depression, the Brotherhood of St Laurence (BSL) was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The BSL has developed into an independent organisation with strong Anglican and community links. Today, the BSL continues to fight for an Australia free of poverty.

The Brotherhood of St Laurence employs over 600 staff and is supported by 1200 volunteers. The organisation is developing social and community enterprises to address inequality by forming partnerships between government, business, and community and welfare organisations.

As well as providing services and programs for families and elderly people on low incomes, refugees, young people and the unemployed, the BSL researches the causes and effects of poverty and advocates national and local program and policy solutions for people who are disadvantaged.

While the Brotherhood operates in a wide range of areas, the strategic planning process in 2005 brought increased focus and coherence in its work which is now centred around four life transition stages crucial to people's well-being: *the early years of childhood, the transition through school to work and further education, periods in and out of work, and retirement and ageing*. To help people through these transitions periods, the Brotherhood's activities have been concentrated in several important policy areas: capacity building of individuals and communities; social investment; and the creation of democratic forms of governance to empower disadvantaged people and deliver programs more effectively. This approach has put the Brotherhood at the forefront of policy debate in the social welfare field and has clearly influenced major shifts in public policy.

BASIS FOR THE DEVELOPMENT OF THE PRACTICE, KNOWLEDGE AND RESEARCH CENTRE

Several years ago, the Brotherhood took a major step forward in integrating its research and services by structuring both around four transitions. In 2007-08, we consolidated this integration by introducing policy, practice and research groups in each area, with an integrated research and services plan developed annually and overseen by a Senior Manager from the Research and Policy Centre (RPC) and a Senior Manager from the service area.

Research and policy have become well integrated but more is needed to integrate our research capacity with our practice knowledge in service delivery. While some parts of the organisation are already achieving best practice we need to develop similar standards across the organisation.

The next step is to develop an organisational strategy to build and resource a reflective practice culture within the organisation. This will ensure we capture strong practice in working with disadvantaged groups and demonstrate and disseminate these internally and externally to achieve our goal of high quality services and leadership in optimal outcomes through innovation and service development.

Leadership development is needed around core processes for quality and innovation as well as a learning and development strategy for our service delivery staff to develop greater capacity for reflective practice which articulates what we do in the context of philosophy and strategy and embeds action research and action learning across the organisation's activities. This will involve applying learnings in our daily operations, as well as identifying the need, and developing the case, for further or new research in aspects of our service delivery, and developing advocacy agendas for influencing government and community investment in social inclusion.

POSITION PURPOSE

This is a new role to establish a Centre for Practice Knowledge and Research within the Brotherhood that will develop an expert practitioner strategy, ensure high quality services, promote service innovation and applied research outcomes and contribute to advocacy agendas for influencing government and community investment in social inclusion policy and practice.

The Senior Project Manager, Centre for Practice Knowledge and Research, will lead the design and practical implementation of a reflective research and practice culture across the organisation by working with managers and team leaders to develop and embed practice knowledge and action research across all levels of client services, and to support the 'impact of our work' framework.

KEY RESPONSIBILITIES AND DUTIES

- Lead, manage and resource the cross organization strategy and practical implementation of a Professional Learning and Development Program based in Action Research and Action Learning.
- Embed BSL processes, policies and practices to underpin the achievement of high quality standards in client services and provide the basis for innovation to achieve the strategic objectives of the organisation.
- Develop and implement an "expert practitioners" strategy to give recognition and status to the role of expert practitioner / practice consultant alongside the BSL's research and policy expertise.
- Work closely with colleagues in the Research and Policy Centre to create and document new forms of practice and research knowledge for the BSL's influencing agenda including case studies, practice knowledge and research outcomes and to disseminate this knowledge through internal and external seminar series, roundtables and workshops.

- Nurture fresh thinking, creativity and originality in developing and establishing pilot or demonstration projects in responses to identified needs grounded in relationships with clients, families and communities.
- Investigate and secure funding for this work.
- Report monthly to the Project Steering Committee.

ORGANISATIONAL RELATIONSHIPS:

Governance for the project is a Steering Committee comprising;

- General Manager Research and Policy Centre
- General Manager Aged and Community Care
- General Manager Community Services

Supervises: The Senior Projects Manager may recruit a small team subject to funding and will also supervise Social Work students and volunteers.

Internal Liaisons: Senior Managers across services and research and policy
Managers and Team Leaders in services
Learning and Development Manager
People Work and Culture

KEY SELECTION CRITERIA

- Demonstrated understanding of the causes and consequences of poverty.
- Understanding of contemporary social policy settings at State and Federal levels and the context of service development and delivery in community services organisations.
- Successful track record of planning and executing a whole of organisation Professional Learning and Development strategy, including strong project management skills
- Track record in program innovation in human services / community / welfare organisations.
- Leadership capacity to bring strong theoretical underpinnings to the day to day practice of client service teams through action research and action learning, and through documenting practice knowledge and integrating practice, policy and research.
- Well developed communication and written skills and proven ability to develop and maintain fruitful relationships across the organisation and with external networks.
- Sympathy with the values, Vision and Mission of the BSL.

QUALIFICATIONS

Masters in Social Work or equivalent in Counselling / Psychology or other relevant tertiary degrees; Learning and Development or Work Place Training qualifications.

CONDITIONS OF EMPLOYMENT

- Conditions as per the BSL, ASU & SDA Enterprise Agreement.
- This is a full time, maximum term position of eighteen months from Nov 2010 to Jun 2012, with possible extension subject to ongoing funding.
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- Salary will be \$72,000 - \$80,000 pa (based on experience and qualifications) plus superannuation. In addition, under PBI status, employees can salary sacrifice up to \$16 050. The BSL also permits staff to salary sacrifice an additional \$8,000 toward meals and entertainment.
- It is a condition of employment that all staff take responsibility for a safe and healthy work environment and has a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- All staff are expected to behave in accordance with the principles of the Brotherhood of St Laurence Code of Ethical Behaviour.
- A standard Police Check and Working with Children check will be performed on the successful applicant to any position within Community Services. The Police Check and Working with Children check Policy is designed to increase the assurance of quality care provided to BSL clients.
- A three-month probationary period applies.
- The BSL operates a smoke-free work environment.

Manager's signature

Incumbent's signature

Date