

POSITION DESCRIPTION

Position Title: National Redress Support Service Manager
Location: Arundel
Employer: Bravehearts
Terms: Full-time
Reports to: Director of Therapeutic & Support Services

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Mission Statement

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power, and abilities towards protecting children from sexual abuse.

Empathy: We seek to understand other people's experiences, culture, and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Bravery: we acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Purpose of Position:

The Advocacy and Support Services Manager oversees the day to day running of Beyond Brave Redress Support Service ('Beyond Brave') across Australia and provides people leadership, supervision and support to the Beyond Brave team.

Key Areas, Duties and Responsibilities:

- Invest in the growth and wellbeing of the Beyond Brave team through regular supervision, constructive feedback and recognition.
- Support team members to reach their full potential by understanding their strengths, motivations, and challenges, and tailoring leadership approaches to suit diverse needs and working styles.
- Lead recruitment and onboarding processes with empathy and integrity to ensure new team members feel welcomed, informed, and supported from day one.
- Make thoughtful hiring decisions aligned with organisational values, and nurture a positive employee experience that promotes engagement, connection and long-term retention.
- Provide minimum fortnightly operational supervision and direction to the Beyond Brave team.
- Ensure that Beyond Brave is running efficiently and effectively, in-line with Bravehearts' business model, Operational Plan and DSS Redress Grant Agreement.
- Ensure that Beyond Brave is providing timely and seamless access to trauma-informed and culturally appropriate community-based support services to support people to engage with the National Redress Scheme.
- Keep abreast of new developments within the National Redress Scheme and its processes.
- Represent Bravehearts at Redress Support Services Meetings, survivor focused roundtables, and Department of Social Services (DSS) forums.
- Responsible for liaising and working collaboratively with representatives of the National Redress Scheme, DSS and other Redress Support providers, including knowmore.
- Ensure that Bravehearts is providing client data and service delivery information via the Data Exchange Portal as required under our Grant Agreement.
- Complete the Redress Support Services Activity Work Plans and any other reports required under our Grant Agreement or as directed to prepare by the Director of Therapeutic and Support Services.
- Ensure appropriate training and support is provided to staff to continually improve service provision. Including, but not limited to monthly professional development and self-care activities.

- Provide advice and strategic direction to the Director of Therapeutic & Support Services regarding the Beyond Brave team's operational functioning.
- Work with the Director of Therapeutic & Support Services to identify new funding sources.
- Contribute to the development, implementation and review of program and agency policies and procedures.

Champion Cultural Safety & Child Safe Practices:

- Demonstrate leadership in upholding the organisation's Cultural Safety Policy and Child Safe Principles.
- Foster an environment where all children, families and team members, particularly those from Aboriginal and Torres Strait Islander communities and diverse cultural backgrounds, feel safe, respected, and included.
- Model culturally responsive and trauma informed practices, ensuring all team actions, decisions and programs prioritise safety, dignity and wellbeing.

Accountability:

- Participate in the annual performance planning sessions with each individual Beyond Brave staff member.
- Undertake professional development and supervision in accordance with Bravehearts and relevant regulatory body requirements.

General:

- Contribute to other relevant Bravehearts activities as directed.
- Represent Bravehearts as directed and as appropriate.
- Adhere to Workplace Health and Safety Policies and promote WHS culture within the teams.
- Adhere to Organisational and program policies and procedures.

Key Performance Indicators:

- Complete minimum of fortnightly operational supervisions for each team member of Beyond Brave.
- Provide effective leadership to the Beyond Brave team demonstrating alignment with Bravehearts Mission, vision and values.
- Manage the Beyond Brave budget, working with the finance team to ensure that the service is operating within the funding allocation, and that all financial reports are delivered to DSS within the contractual deadlines.
- Complete monthly data reviews and provide 6 monthly reporting to ensure that Bravehearts is providing client data and service delivery information via the Data Exchange Portal as required under our Grant Agreement
- Provide internal statistical reports on client data and staff KPIs on a weekly, monthly and annual basis.
- Complete the Redress Support Services Activity Work Plans and any other reports required under our Grant Agreement or as directed to prepare by the Director of Therapeutic and Support Services.
- Compliance with the KPIs associated with S24 request
- Achievement of goals set in annual performance work plan.
- All staff are required to keep client profiles on the Service Record System up to date.
- Building & upholding a positive team and workplace culture.

Personal Specifications:

Qualifications/Experience:

- Tertiary qualifications in law, social work, psychology or other as determined relevant by Bravehearts.
- Previous experience and knowledge of the Redress Scheme both in terms of understanding the legislation and procedures.
- Current Working with Children Blue Card and National Police Certificate.
- Current Queensland Drivers Licence.
- Right to Work in Australia.

Essential:

- Experience in managing a multidisciplinary team of case managers and counsellors.
- Demonstrated success in leading and developing engaged, values-aligned, and resilient teams through empathetic leadership that fosters trust, connection and accountability.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children, young people, adults, non-offending family member and caregivers who have experienced, or may be at risk of experiencing, sexual assault.
- Demonstrated ability to provide support services to adults who have been impacted by childhood sexual assault and its lifelong impacts.
- Demonstrated commitment to working collaboratively with a range of internal and external services and stakeholders.
- Excellent verbal and written communication skills and negotiation skills.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and participating and promoting self-care strategies.
- Ability and willingness to abide by the Bravehearts Code of Conduct.

Desirable:

- Understanding of working within a mandatory reporting practice.
- Demonstrated experience working in a community organisation.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____