

Manager Business Services - Position Description

Time Fraction: 1 EFT (.9 EFT negotiable)

Reports to: CEO

Term: Ongoing

Date: August 2022

About CASACV

The Centre Against Sexual Assault Central Victoria (CASACV) is an incorporated not for profit community organisation. We employ over 30 staff with qualifications ranging in psychology, social work, family therapy and psychotherapy.

We offer free and confidential specialist counselling to adults, young people and children who have experienced sexual assault and/or family violence either recently or historically, and to their non-offending parents, partners, family and friends. We offer a 24-hour crisis care response to victims of recent sexual assault, including crisis counselling, support and advocacy, medical care and justice services. We also provide specialised advocacy, secondary consultation, community education and professional development and training.

CASACV delivers a family focused, prevention and early intervention therapeutic program (REFOCUS Program) to children and young people under the age of 18 who have engaged in harmful sexualised behaviours).

CASACV is situated within the Bendigo Multi-Disciplinary Centre (MDC), with outreach provided in Kyabram, Kyneton, Maryborough, Echuca and Tarrengower Prison. The MDC comprises Victoria Police, Sexual Offences and Child Abuse Investigation Team (SOCIT); Child Protection Sexual Offences and Abuse Investigation Team; Victims Assistance Program and Bendigo Community Health. In this specialised model, partner organisations support adult and child victim-survivors from first disclosure, therapeutic recovery, to criminal prosecution.

We uphold a feminist philosophy, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice.

CASACV Values

Our work is underpinned by the following values:

- Social Justice - equity, inclusion and human rights are embedded within our organisation.
- Integrity, Safety, Respect and Empowerment - are integrated into every aspect of service delivery and governance.
- Quality and Accountability – our work is evidence based, measured and accountable to our clients and the community.
- Feminist – we work within a feminist framework to challenge and reform structural gender inequities.

CASACV is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with disability and people who identify as LGBTIQ+.

Position Overview and Accountabilities

1. Purpose

The Manager Business Services works closely with the CEO to ensure effective compliance in the areas of finance, human resources, contracts and operations management.

Through a strategic corporate services lens, you will facilitate a strong internal service culture and enhance operational management capability to strengthen CASACV services.

This role leads a small team to ensure business and client service functions are managed efficiently and effectively. You will comfortably take a hands-on approach in key accountability areas and deliverables when required

2. Administrative Leadership

- Manage the CASACV Business Services Team – including overseeing staff induction, workplan development, annual performance and work plan reviews, and relevant training and professional development opportunities.
- Developing, analysing, reviewing and implementing administrative systems, procedures and guidelines.
- Overseeing the maintenance, repair, or replacement of office equipment and infrastructure.
- Ensuring that the office systems, controls, policies, procedures, and workspaces are in compliance with current regulations or legislation.
- Ensuring CASACV service areas meet client needs, and are maintained to the highest quality standard.

3. Financial Oversight

- Develop and maintain budgets, oversee compliance, and coordinate financial management and reporting.
- Ensure contractual requirements, especially for funding, are met in a timely manner.
- Preparation of monthly financial reports and acquittals.
- Monitoring accounts receivable and payable.
- Contributing to infrastructure and financial planning, with oversight of budget preparation, monitoring, and reporting.
- Manage preparation and serve as a key contact for external auditors
- Accurately maintain CASACV's Asset Register, ensuring that assets are identified, categorised and recorded
- Oversight of payroll governance and services and associated employee record keeping and communications relating to HR entitlements and remuneration.

4. Human Resources Oversight

In conjunction with the CEO as appropriate:

- Lead CASACV recruitment end to end process - including position description analysis, recruitment advertising, selection and appointment processes, and induction.
- Lead the provision of payroll and salary packaging services ensuring payroll compliance and all obligations as an employer are managed and met ensuring employees are paid in accordance with legislation, industrial instruments and internal policies and procedures.
- Lead CASACV human resources requirements – from recruitment, oversight of employee employment contracts ensuring all requirements under Fair Work legislation are met.
- Ensuring record keeping relevant to their professional accreditation requirements is up to date.
- Report and liaise with the CEO on progress providing monthly reports to Board and funders.
- In consultation with external specialists, provide advice to the management team and staff on OH&S and Human Resources

5. Quality Improvement Oversight

- Oversight of continuous quality improvement plans and implementation of quality and safety policies and strategies.
- Contribute to CASACV Governance Framework including development of relevant reports to the Board of Governance.
- Monitor the Business Portal within the Service and Funding Agreement (MY Agency Portal) and keep updated on compliance.
- Manage the ongoing review and updating of policies and procedures to ensure statutory and regulatory compliance, working closely with the CEO.
- Ensure CASACV's ICT Platforms are effective and of high service level, managing CASACV contractor(s) where required to attain standards.
- Co-ordinate and maintain the operational planning calendar, including audits, reviews and staff information.
- Contribute to the maintenance and management of accurate and confidential records, including statistical data that meets legal and ethical requirements. This includes client data trends.
- Contribute to development of CASACV Strategic and Business Planning.
- Work with the CEO and leadership team to strengthen employee engagement and staff wellbeing.
- Other duties as requested by the CEO or the CEO's delegate

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

- Degree or Diploma level qualification in the area of Human Resource Management, Finance and / or Business Management and/or minimum 5 years' experience in working with the Human Services/ Not for Profit sector.

Essential Skills, Knowledge and Attributes

1. Demonstrated experience in financial planning, management and reporting.
2. Experience in oversight of Human Resources (HR) and (ICT) management.
3. Highly developed computer literacy skills in MS Office 365, preferably with experience working with SharePoint and accounting software (Xero)
4. Strategic business services thinker and proven operational management capability
5. Highly developed planning and organisational skills, including the ability to clearly identify objectives and priorities; anticipate barriers and risks, and find solutions
6. Experience in managing, developing and leading staff and teams.
7. Ability to work flexibly and demonstrate a willingness to respond to changing work requirements and peak periods, and problem solve issues on a day-to-day basis.
8. Strong communication, negotiation and relationship management skills to effectively manage all levels of internal and external stakeholders.

High level of analytical, data interpretation, and problem-solving skills. Other

- Commitment to the vision, philosophy, aims and objectives of CASACV.
- Experience in working in a community service environment where staff provide support to people who have experienced trauma.

Referees

Applicants must provide the name and current contact details of three professional referees including the most recent manager or current supervisor.

Position Entitlements

Hours of Work and Location of Work

- The position is (1 EFT to 0.9 EFT).
- Location of the position is in Bendigo and may include travel across the region.
- Business hours are 9.00am to 5.06pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Industrial Instrument: *CASACV Enterprise Agreement 2020- 2024*, Classification: Health Professional and Support Services Award \$111,881 – \$117,137 gross based on qualifications and experience plus superannuation.

Generous salary packaging is available with Fringe Benefits Taxation of up to \$15,900 each year; other expenses may be packaged over this cap.

The position is full time but may be negotiated at a reduced time fraction. The position is subject to successful completion of a six-month probationary period, reviews will be conducted during this period.

A current Working with Children Check and National Police Check is mandatory prior to commencement. If you have lived overseas for more than one year in the last 10 years you will be required to provide an International Police Check or two referees for that country.

As per Government regulations all staff must supply evidence of COVID 19 Vaccination status.

Applications

For more information on the position please call CASACV on 5441 0430 to be directed to the appropriate Manager.

To apply for this position, please provide (note applications without these components will not be considered):

- CV
- Letter of introduction
- Response to Key Selection Criteria.

Applications close: Monday 12th September 9.00am

Email: HR@casacv.org.au – *Subject: Manager Business Services*

Acceptance of Position Description requirements

To be signed upon appointment

Employee Name:

Signature:

Date:

This position description is subject to review and may change in accordance with the needs of our organisation, including our operations, clients and stakeholders