



Manager – Continuing Settlement Services

Status:	Full time
Hours:	38 hrs per week
Award:	Social and Community Services (Queensland)
Classification:	SACS Level 7 and salary packaging
Reports to:	Executive Manager – Settlement Services
Probation Period:	Three (3) months

Background

Multicultural Development Association Inc (MDA) has been funded by the Commonwealth Department of Immigration and Citizenship (DIAC) to deliver settlement support services to refugees and migrants who have been living in Australia for less than five years, under the Special Grants Program (SGP).

The Manager - Continuing Settlement Services will be responsible for the operational management of the delivery of a range of settlement support services to refugees and migrants living in Brisbane, including the supervision and line management of service delivery staff, and budget management.

Duties

The Manager is responsible for:

- Monitoring the implementation of a range of settlement support services provided by the Continuing Settlement Services Team, including case work, group work and community development activities.
- Managing appropriate service delivery structures and procedures in accordance with good practice standards.
- Providing supervision and support to staff who are employed within the Continuing Settlement Service to ensure the delivery of quality and culturally appropriate services for newly arrived refugees and migrants.
- Finalising statistical and qualitative reports as required.
- Providing advice to the Executive Manager – Settlement Services on strategic and operational planning in regards to settlement services.

- Developing and compiling issue papers, project initiatives, and funding submissions to address the identified needs/issues within the scope of settlement services.
- Undertaking leadership in service planning and evaluation.
- Participating in staff recruitment and performance review activities.
- Liaising and negotiating with funding bodies in relation to financial and service delivery arrangements.
- Undertaking other relevant duties as assigned.

In addition to the duties listed above MDA staff are expected to:

- 1) Respect and abide by the vision, mission and values of the organisation (copy enclosed);
- 2) Ensure that their conduct is consistent with provisions of the MDA Code of Ethics (copy enclosed);
- 3) Comply with the provisions of MDA's Policy and Procedure Manual;
- 4) Comply with the provisions of MDA's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or MDA as a whole.
- 5) Carry out general administrative functions related to their role and to the effective and efficient functioning of MDA as a whole. This will include the use of email, computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and MDA administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

Selection Criteria

1. Proven experience in the management and implementation of human services programs within a cross-cultural environment, including budget management and human resource management
2. Demonstrated knowledge and experience of casework frameworks and community development frameworks in a multicultural context.
3. Proven experience in providing leadership, supervision and support to a team of staff, including the demonstrated ability to manage and provide professional supervision for workers from culturally and linguistically diverse backgrounds

4. Outstanding cross-cultural communication skills and a sound understanding and knowledge of issues in relation to the settlement of refugees and migrants, as well as of current policy issues relevant to the multicultural context.
5. Demonstrated knowledge and ability in developing/monitoring strategic and operational work programs, and to compile project submissions and service reports of high standards.
6. Highly developed skills in meeting deadlines with competing priorities and well developed problem solving skills.
7. Demonstrated stakeholder management skills in relation to both intra-organisational relationships (i.e. between program areas) and inter-organisational relationships (i.e. between collaborating organisations and agencies), including the ability to negotiate for outcomes that are beneficial to clients and to organisational development

Essential Qualifications

- 1) Possession of tertiary qualifications in the field of social work or human services. Overseas qualifications will be recognised.

Desirable Skills and/or Experience

- 2) Good working knowledge of Microsoft Office applications including Outlook, Word, Excel etc.

Application Process

Your application should be **not more than 1 page per selection criteria in length** and should show how you meet each of the selection criteria listed above.

You should **also submit a resume of not more than three (3) pages** giving details of your previous work history and any other relevant information.

All applications must reach the Multicultural Development Association (512 Stanley Street, South Brisbane. Q 4101) **by 10.00am Monday 9 July, 2007**

Email applications should be sent to yanxiaw@mdbne.org.au

If you would like to speak to someone about this position, please contact: Leanne Tu'ipulotu, Executive Manager Settlement Services by telephoning (07) 3337 5411.