



# Information Package

## Operations Manager – Permanency Support (OOHC)

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (Foster Care), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and the Premier’s Youth Initiative. The majority of our funding is provided by Family and Community Services.

Our current Operations Manager is moving to sunny Queensland, and we are looking to employ a motivated, experienced and qualified person to continue the great work she has done. Our aim is to provide a good hand-over period before she leaves at the end of June.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and resource support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we’d like to hear from you.

## Position Advertisement

### Operations Manager – Permanency Support (OOHC)

- 🌱 Executive position, reporting to the CEO
- 🌱 Circa \$115,000 plus super & benefits
- 🌱 Contribute to the strategic direction of a viable, growing, community based NFP

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in a range of FACS-funded programs, across Bathurst and Orange.

The Operations Manager – Permanency Support (OOHC) plays a vital role as both a member of the Executive and as the leader for our Permanency Support, Foster Care and Non-Placement Support teams. The ability to be innovative within a compliance driven framework combined with experience in the leadership of high-end matters and a passion for staff development are essential in this role.

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

#### To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

[Further enquiries can be addressed to Jody Pearce ph 6332 3882](#)

**Applications close at 9.00 am on Wednesday 23<sup>rd</sup> May at 9.00am**

*Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.*

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## To apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses

concise and in addition to your resume.

- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

## Submitting your application

Applications should be submitted via email (by the closing date and time) to:

**[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)**

## Position Description

<b>Position Title:</b>	<b>Operations Manager, Permanency Support</b>
<b>Position Status:</b>	Full-time, Permanent
<b>Reports to:</b>	Chief Executive Officer
<b>Program:</b>	Permanency Support
<b>Location:</b>	Bathurst or Orange
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Executive

### Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check

### Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

### Primary Objective of the Veritas House Permanency Support service

The primary objective of Permanency Support is to provide foster care that is geared towards moving a child or young person from long term care to any other Initial Case Plan Directive type, leading to a safe and permanent home. We aim to provide (and work with our partners to provide) intensive wrap-around supports to children and young people and their families to enable them to safely return home (in the case of Restoration). Where Restoration is not possible, to support children and young people to move to guardianship or open Adoption ideally within two years of entering care.

### Primary Objective of the Position

The Operations Manager is responsible for providing leadership and management of the Permanency Support, CART and NPSS service areas of Veritas House. The Operations Manager is accountable for implementing and achieving the strategic objectives for each of these services.

The Operations Manager works with the rest of the Executive Team to build organisational culture whilst ensuring regulatory compliance and stakeholder management.

### **Your Level of Decision Making and Authority**

You are expected to:

- Act within policy and procedure
- Decision making to your delegation level
- Decisions above your delegation level to be made in conjunction with the CEO

Decisions that are referred to your Manager:

- All issues that require a sign off / approval from the CEO;
- Issues outside of policy guidelines
- Complaints from children or young people
- Requests for new business from funding bodies
- Complaints from funding bodies

### **Position-Specific Roles and Responsibilities**

#### **1. Strategic Leadership**

As a member of the Executive Team:

- Play an active role in the formulation of organisational strategy
- Assist the CEO to put the Strategic Plan into action.
- Develop annual Business Plans and KPIs for each service in your remit
- Undertake benchmarking with like organisations and use this to ensure that Veritas services meet best practice standards.

#### **2. Financial Management and Compliance**

- Oversee sound financial management of service delivery areas in your remit.
- Ensure services are delivered efficiently and effectively.
- Provide advice to the CEO on improving service delivery models and structure.
- Manage service delivery within approved budgets.
- Research and co-design grant proposals with the CEO and Business Development Manager.
- Ensure services comply with contract and accreditation requirements.

#### **3. Operational Management and Performance**

- Oversee the planning and developing of programs and contracts within your remit.
- Oversee the provision of high quality programs and services
- Maintain a working knowledge of significant developments and trends in the field
- Maintain and develop positive working relationships with external stakeholders
- Ensure that each service has suitable systems, policies and procedures for its specific contractual and accreditation requirements.
- Provide monthly performance reports
- Develop plans to improve performance where required

- Be accountable for the overall performance of service delivery teams

#### **4. Team Leadership**

- Ensure a work environment that attracts, retains and supports the development of appropriately qualified staff and volunteers.
- Build morale amongst staff through empowering leadership.
- Build team cohesion through good communication
- Ensure that regular performance meetings are conducted and that sound human resource practices and policies are followed
- Ensure staff development and education opportunities assist program staff in their specific roles.

#### **5. Community Relations**

- Present Veritas House in a strong and positive light to relevant stakeholders and the general public
- Develop and expand sound working partnerships with key organisations.
- Liaise with clients and stakeholders to improve services.

### **Other Duties and Responsibilities:**

#### **6. Team Participation & Work Management**

- Contribute to the ongoing development of a dynamic, creative and cohesive organisational team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

#### **7. Accountability**

- Accept professional supervision from the CEO;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

#### **8. Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

#### **9. Work Health and Safety**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to the CEO and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

#### **10. Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed by the CEO
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance of all property, vehicles and equipment to appropriate standards;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

#### **CONDITIONS OF EMPLOYMENT**

All Veritas House Inc. workers are bound by the terms and conditions contained in the Veritas House Inc. Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Inc. Policies, Procedures and the Veritas House Inc. Code of Conduct, as amended and as endorsed by the Veritas House Inc. Executive from time to time.

Veritas House Inc. reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

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## Selection Criteria

### Essential:

1. Relevant degree level tertiary qualifications (Social Work, Social Science, Psychology, Education, Human Service Management, or other related field).
2. Demonstrated leadership capability at a senior management level in a community services related field.
3. Demonstrated capability in leading high performing teams and emerging teams across multiple programs or services.
4. Demonstrated ability to develop and maintain a partnership approach with multiple stakeholders, which may include carers, children and young people, birth families, staff, funding bodies, other Agencies and the community.
5. High-level consultative, interpersonal, communication and negotiation skills.
6. Demonstrated ability to deal with complex issues, work under pressure and meet deadlines.
7. Demonstrated ability to drive operational performance within a foster care/out of home care/permanency support environment.
8. Comprehensive understanding of trauma and its impact on the development and behaviour of children and young people.
9. High level understanding of Child Protection Legislation and changes to social policy that impact on our sector.

### Desirable:

10. Experience providing services in regional and remote areas
11. Demonstrated experience working with Aboriginal and other disadvantaged groups
12. Experience in Office of the Children's Guardian accreditation and NSW Child Safe Standards for Permanent Care.