

# Position description

## Area Operations Manager

### OFFICIAL

<b>Department:</b>	<a href="#">Department of Families, Fairness and Housing (DFFH) 'About the Department'</a>
<b>Position title:</b>	Area Operations Manager
<b>Position number:</b>	
<b>Branch/Division/Team</b>	
<b>Work location:</b>	
<b>Classification:</b>	CPP6.2
<b>Salary range:</b>	\$157,356 - \$180,117 per annum (plus superannuation)
<b>Employment status:</b>	Ongoing / Fixed Term Full-time (76 hours per fortnight) / Part-Time options available
<b>Position reports to:</b>	Director, Child Protection
<b>Position contact:</b>	
<b>Closing Date:</b>	Midnight,

## Role

The Area Operations Manager is responsible for operational management across the local area including financial, budget, HR and performance management of staff, high profile case reviews and completion of ministerial briefings. The position leads practice to develop plans to bring about the changes necessary to ensure the safety, stability and development of children and young people and to promote the achievement of case plan objectives within specified timeframes.

In this role you will ensure that program targets, performance objectives and statutory responsibilities are met and establish, manage and maintain relationships and partnerships with internal and external stakeholders, including with government, industry, and community to deliver on outcomes and targets. You will represent the department at industry forums and inter-agency committees, taskforces and government and non-government bodies to build and maintain partnerships and implement departmental policy and initiatives for the area.

You will demonstrate expert skills in managing people and resources, including senior staff, ensuring that the area is delivering on and meeting its statutory responsibilities, including the provision of a quality child protection program.

The position will work collaboratively with key internal and external stakeholders and directly supervises other Child Protection roles in the local area.

The transportation of children is a requirement of this role, as such a valid driver's licence and willingness to travel, including in country regions is essential. There may be the requirement to work overnight and, travel in evenings and early mornings.

You will possess an understanding of Aboriginal culture and demonstrate an understanding of the legislative, policy and practice requirements relating to Aboriginal children, families, and communities, including the Aboriginal Child Placement Principle and the programs and initiatives that support its implementation in child protection practice.

## About Child Protection

Being a part of the child protection team means making a real change to the lives of others, keeping families safe and strong. The work of a Child Protection Practitioner is complex, challenging, and rewarding. Practitioners need to have specialist child welfare knowledge and the ability to engage children, young people and their families.

Practitioners work in a statutory environment where they must exercise legal delegations and functions pursuant to the Children, Youth and Families Act 2005 (Vic). The statutory nature of the work requires working with families and children in the family home or other locations and the transportation and the supervision on contact.

The Act provides the legislative mandate for the department to protect children and young people from abuse and neglect using best interest principles, decision-making principles. This mandate involves:

- receiving reports
- conducting investigations
- intervening if it is assessed that a child needs care and protection
- taking matters before the Children’s Court
- supervising children on child protection orders
- determining case plans (including stability plans, cultural plans and therapeutic treatment plans) for the safety and wellbeing of children, and
- delivering case practice and case management services for children and young people who are either living with family or in out of home care

For more information about Child Protection please visit [Home | Child Protection Jobs - DFFH](#)

## Qualifications

<b><u>Mandatory</u></b>	
<ul style="list-style-type: none"> <li>• A recognised Social Work degree or a similar welfare or behavioural related degree, OR</li> <li>• A combination of qualifications and experience that meet the child protection qualification framework requirement. Further information can be found at Child Protection Qualifications Framework assessments and further information on Recognised degrees here (<a href="https://childprotectionjobs.dffh.vic.gov.au/roles/requirements">https://childprotectionjobs.dffh.vic.gov.au/roles/requirements</a> )</li> <li>• A valid driver’s licence is required</li> <li>• A current Employee Working with Children Check (WWCC) card required</li> </ul>	

## Capabilities and accountabilities

Domain of practice	Core Capabilities and accountabilities
<b>Critical assessment and reflection</b>	<b>Risk assessment and analysis:</b> proactively identifies and analyses patterns associated with risk assessment and competently and autonomously exercises delegations

## CPP6.2 Area Operations Manager Child Protection position description

	<p><b>Critical inquiry:</b> sees emerging issues and takes proactive steps to manage potential implications. Displays broad thinking, drawing on research and literature to support evidence informed practice.</p> <p><b>Standardised reporting:</b> has recognised expertise in utilising information for the purpose of providing and interpreting standardised reports.</p> <p><b>Reflective Practice:</b> promotes practice quality and consistency through practical solutions to time-management issues and prioritising reflective practice for practitioners.</p>
<b>Engaging others</b>	<p><b>Child-centred and family-focused relationship-based practice:</b> represents the department at the strategic level and can competently convey the department's position in a range of settings and forums.</p> <p><b>Knowledge sharing:</b> exchanges and promotes critical information across teams, programs and practice to identify barriers and levers to positive outcomes for clients; models collaborative practice by building trust through consistent actions, values and communication.</p>
<b>Delivering results</b>	<p><b>Problem solving:</b> applies a system focus on delivering results for the wider program.</p> <p><b>Culturally informed practice and safety:</b> leads and demonstrates complex stakeholder engagement to shape the service system response in the cultural context of children and families.</p> <p><b>Business operations:</b> applies contextual knowledge of the program, department, community, sector and the Victorian political landscape to promote positive outcomes for clients.</p> <p><b>Packaging of supports:</b> oversees the program budget, reviews performance and ensures availability of adequate resources for clients.</p>
<b>Leading and Inspiring</b>	<p><b>Practice Leadership:</b> presents expert advice to colleagues, managers and organisational leaders at all levels competently, accurately and in a timely way; translates findings from case consultations into organisational learnings and drives operational plans to deliver outcomes.</p> <p><b>Collective leadership:</b> operates effectively in political environments and provides the team with context for value and meaning in their work.</p>
<b>Additional accountabilities</b>	
<p>You will keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.</p> <p>Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.</p>	

## Key selection criteria

### Specialist expertise

- Expert understanding and ability to embed the Children, Youth and Families Act 2005 (Vic) in practice, including the core responsibilities and principles of the Act.

## CPP6.2 Area Operations Manager Child Protection position description

- Works confidently with families and exhibits expert understanding of the legislative, policy, and practice requirements relating to family violence and to families impacted by drug and/or alcohol abuse and is able to apply these skills in practice.

## Knowledge and skills

1. **People Management:** Aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing and motivating a high performing team, clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development; ensures staff are effectively deployed through effective workforce planning practices.
2. **Strategic Planning:** Thinks at the big picture level; entertains wide-ranging possibilities in developing a vision for the future; works across a number of time frames; translates strategic direction into day-to-day activities.
3. **Influence and Negotiation:** Gains agreement to proposals and ideas; builds behind-the-scenes support for ideas to ensure buy-in and ownership; uses chains of indirect influence to achieve outcomes, for example, 'gets A to show B so B will tell C'; involves experts or other third parties to strengthen a case.
4. **Environmental Scanning:** Monitors external sources and identifies underlying trends; develops, maintains and uses a variety of systems, processes, and sources to gather information and gain deeper understanding; uses a range of references and professional networks to conduct specific research.

## Personal qualities

1. **Adaptable:** open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
2. **Decisive:** Takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
3. **Self-Discipline:** Maintains a consistent and sensible pattern of behaviour under pressure; recognises and restrains inappropriate emotions during a situation or interaction; recognises own limitations and works with others to ensure plans are achieved.
4. **Resilient:** Perseveres to achieve goals, even in the face of obstacles; copes effectively with setbacks and disappointments; remains calm and in control under pressure; accepts constructive criticism in an objective manner, without becoming defensive.

## Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

**The public sector values and behaviours** – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

**Recordkeeping** – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

## CPP6.2 Area Operations Manager Child Protection position description

**Diversity** – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQIA+ community, and people from culturally diverse backgrounds.

## Important information

The salary range for this position is set out in Schedule B of the *Victorian Public Service Enterprise Agreement 2024* or its successor. For further information refer to [Department of Treasury and Finance](#).

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade except unless specified under the VPS Agreement. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

## Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. All child protection positions require an employee Working with Children Check clearance with some also requiring screening through the Disability Worker Exclusion List.

Applicants who have, in the last 10 years, lived overseas for 12 months or longer in one country must provide an international police check from the relevant overseas police agency. Further information is available on the Department of Home Affairs website 'character and policy certificate requirements' page. Alternatively, applicants can obtain a check through an organisation providing international police checks via an internet search.

## Vaccination Requirements Policy

The department strongly recommends (but does not mandate) that employees maintain their COVID-19 vaccination status in accordance with current ATAGI (Australian Technical Advisory Group on Immunisation) advice, given their individual circumstances. As of June 2023, DFFH does not require evidence of COVID-19 vaccination status.

## Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact HR Divisional via email at [HRDivisional@dffh.vic.gov.au](mailto:HRDivisional@dffh.vic.gov.au)

## CPP6.2 Area Operations Manager Child Protection position description

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at [aboriginaldiversityinclusion@dffh.vic.gov.au](mailto:aboriginaldiversityinclusion@dffh.vic.gov.au)

For further information visit '[About the Department](http://www.dffh.vic.gov.au/about)' on [Department of Families, Fairness and Housing](http://www.dffh.vic.gov.au)' <[www.dffh.vic.gov.au/about](http://www.dffh.vic.gov.au/about)>.

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program, or quotation.