

Position title	Senior Manager, Response & Recovery
Classification	Social, Community, Home Care and Disability Services Award 2010 - Level 8. Pay point dependent upon experience.
Salary range	\$132,960.71- \$138,197.41 annually. Hourly rate \$67.03 to \$69.67. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
Conditions	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Ongoing contract.
Work location	Office based in Bendigo.
Team	Response and Recovery Programs, Programs and Services.
Hours of work	Full-time - 38 hours per week, 1.0 FTE. Some out of hour's work may be required.
Direct reports	Coordinator Family Violence, Response Programs. Clinical Practice Lead, Therapeutic Services. RAMP Coordinator.
Accountability	Executive Manager, Programs and Services.

Position Purpose

The purpose of the Senior Manager, Response & Recovery is to work with the Executive Manager, Programs and Services (P&S), and the management and leadership team, to achieve the organisational vision and strategic goals and to deliver quality services to the community. The Senior Manager will promote and ensure an environment of excellence, continuous improvement and compliance within funding and service accountability requirements.

The Senior Manager, Response & Recovery demonstrates an expert understanding of the principles and practices of family violence response, particularly as it relates to violence against women and children. The Senior Manager will have an advanced understanding of the gendered nature of violence, trauma informed response, and the responsibility and accountability framework and philosophy underpinning men's behaviour change programs. Innovation in program provision is essential, together with an understanding of feminist principles that inform our gendered analysis of violence against women and children.

The position develops and implements CNV family violence response services and oversees all Response and Recovery Programs service delivery to ensure it is consistent with relevant legislation, standards and CNV philosophies, frameworks, and strategic objectives.

Program oversight includes:

- Family Violence Case Management
- Men's Behaviour Change programs and perpetrator case management.
- Therapeutic Services.
- Other family violence programs that engage broader systems such as the Risk Assessment Management panel, Personal Safety Initiative, and Family Violence Child Protection Partnership.
- Flexible brokerage oversight.

The Senior Manager will engage with individuals and teams in a community service environment ensuring organisational accountabilities, standards, systems, and professional development of team members are met with a strong focus on quality and risk.

The Senior Manager is responsible for mentoring, coaching, and uplifting their team of People Leaders, through providing expert advice and guidance in relation to the management and performance of staff, with the aim to ensure a positive, productive, and cohesive team culture. This is guided by the CNV Leadership Program.

The Senior Manager supports the development and maintenance of strategic partnerships that lead to positive outcomes for services users and the broader community.

The Senior Manager has expert level of communication and writing skills and demonstrated experience in developing and leading community and/or family violence services, including adherence to clinical governance frameworks and a commitment to continuous quality improvement. The Senior Manager will have extensive experience in the submission of high-quality reports, letters, case notes, plans, funding submissions, and general correspondence with the ability to measure the quality and support provided by CNV. The Senior Manager, Response and Recovery Programs is a key leadership role in the organisation.

Key Relationships

INTERNAL

- Executive Manager, Programs and Services.
- Executive Leadership Team.
- Programs and Services management team
- Senior Managers.
- Practice Leaders.
- Direct reports and leadership team.
- Response and Recovery Programs teams.
- Other staff at CNV.

EXTERNAL

- Sector organisations.
- Partner organisations.
- DFFH, FSV and other government departments and funding bodies.
- Sector peaks.
- Loddon Gender Equality and Violence Prevention Consortium partners.

Key Accountabilities

Key Result Area	Performance expectations
Purpose, Vision, and Values	<ul style="list-style-type: none"> • Ensure the work of the Response and Recovery Programs teams contributes to the organisation's purpose and vision and reflects the priorities of our strategic plan. • Role model and embed organisational values across Intervention Programs. • Continue to support our health and wellbeing culture, including implementing positive leadership approaches that build resilience and self-care. • Apply a feminist intersectional approach to underpin the effectiveness of our programs, services, and interventions. • Uphold and enhance quality assurance frameworks and service delivery standards consistent with the organisation's philosophy, aims and objectives and policy frameworks.
Team Management and Leadership	<ul style="list-style-type: none"> • Lead and manage a team of professional employees including providing direction, determining priorities, monitoring, and reviewing work performance, provide leadership and guidance and facilitate their ongoing professional development to ensure staff have the knowledge, skills, and support to achieve organisational objectives. • Uplift employee engagement and build the desired culture, including leading interventions / activities that build a culture of high performance, collaboration and innovation.

	<ul style="list-style-type: none"> • Build staff capability through sourcing staff professional development, mentoring, coaching of staff including building the people leadership capability of Response and Recovery Leaders. • Review services in response to the changing needs of clients and the community. • Contribute to the development of strategies that enhance coordination and communication across teams and build upon the organisation’s learning culture in supporting the multidisciplinary approach of staff. • Ensure the performance objectives of programs are communicated, understood, and cascaded to all employees through effective development of team and individual work plans. • Assist with the development, review and implementation of guidelines, policies and procedures and support staff to understand and apply them.
<p>Strategic Management and Partnerships</p>	<ul style="list-style-type: none"> • Evaluate and measure CNV’s impact and progress across Response and Recovery Programs. • Provide secondary consultation to a range of professionals and organisations in relation to family violence, working to build key relationships and partnerships required for effective service responses. • Contribute to research, program evaluations, conference presentations, public forums and the delivery of community education and professional training regarding family violence. • Lead and contribute to the development of models and content for funding submissions and grant submissions. • Operate as a member of the Programs & Services management team and further enhance the profile of CNV through representation as relevant across the broader service system. • Develop, lead, and contribute to key partnerships that enhance outcomes for our clients or CNV strategic goals.
<p>Service design and delivery</p>	<ul style="list-style-type: none"> • Provide and promote a welcoming and safe environment for all people who access our services and enable access to a range of modalities and client pathways. • Contribute to the design of the service model (intake, response, case management) to reduce inefficiencies and support integration internally and externally and to manage service demand and capacity. • Bring and seek knowledge and professional development to enhance models of care, case management, and counselling to reflect excellence in client practice and responses, innovative and evidence-informed services and sustainable client outcomes.

	<ul style="list-style-type: none"> • Where required, provide specialist advice regarding cases of a more complex nature, liaise with legal services, and coordinate responses to subpoenas. • Support the ongoing development and delivery of therapeutic programs and lead the development and innovation of new therapeutic responses in conjunction with the Clinical Practice Lead. • Respond, investigate, and engage with client feedback, complaints and identified issues according to our policy and procedure. • Contribute to robust systems for consistent data collection and dissemination of evidence about the impact of our work. • Lead and contribute to research, program evaluations, conference presentations and public forums regarding family violence prevention and response. • Foster a culture of respect and excellence in service delivery and champion the importance of culturally appropriate behaviours.
<p>Quality Governance and Compliance</p>	<ul style="list-style-type: none"> • Ensure all work is performed in compliance with Occupational Health and Safety, Quality Governance and risk management procedures for clients and staff relating to therapeutic services. • Uphold and enhance quality assurance, clinical governance frameworks and systems and service delivery standards consistent with the organisation’s philosophy, aims and objectives, service delivery model to support the best interests of victim/survivors of family violence. • Be a leader in continuous quality improvement, accreditation processes and support the development of innovation and best practice.
<p>Operational Management of Response and Recovery Programs and organisational responsibilities</p>	<ul style="list-style-type: none"> • Participate in organisational meetings and other activities relevant to the work of CNV. • Ensure effective and timely risk identification, assessment, control, and issue resolution processes are maintained in accordance with clinical governance frameworks. • Lead by fostering a collaborative and respectful culture and working environment across the organisation. • Provide comprehensive reporting to the Executive Manager, Programs and Services on trends, impact, and performance. • Adhere to all organisational policies, procedures, standards, and practices. • Lead and participate in any projects that may be initiated from time to time.

	<ul style="list-style-type: none"> • Coordinate recruitment processes including staff selection and orientation and monitoring staff probationary periods in Response and Recovery Programs.
Data, Privacy & Security	<ul style="list-style-type: none"> • Ensure organisational data, privacy and security frameworks and policies are implemented in portfolio/delegated areas of operation.
Other	<ul style="list-style-type: none"> • Be available to act in the Executive Manager, Programs and Services role from time to time, as requested. • Perform additional duties from time to time as required.

Competencies

Resilience	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
Negotiation	Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
Teamwork	Attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern, and respect.
Problem Solving	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
Interpersonal Skills	The position requires the ability to gain cooperation and communicate with others. Written communication skills -prepare clear and accurate correspondence.
Attention to Detail	This position requires a high-level of accuracy and attention to detail.
Behaving with Integrity	Uphold and model the vision and values of CNV treat people fairly and with respect, ability to work within a feminist framework.
Management Accountability and Measuring the Work	Ability to lead skilfully within delegated responsibilities, to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress, and outcomes; and design feedback loops into supervision.
Managerial courage	Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.
Organisational and time management skills	The position requires skills in managing time, setting priorities, and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Shapes and Supports Strategy	Extensive experience in strategic leadership with the ability to enhance service delivery and align to organisational objectives. Sound and proven knowledge of national and state legislative regulatory and compliance requirements of specific work area.
Delivers and Achieves Results	Highly developed analytical and conceptual skills and demonstrated ability to contribute at Executive and Board meetings.
Acts with Courage and Integrity	Demonstrated ability to effectively implement significant cultural and organisational change management programs and initiatives.
Develops and Maintains Relationships and Communicates with Influence	<p>Superior interpersonal and communication skills, both written and verbal, including excellence in relationship building, the ability to liaise and influence at all levels, and high-level expertise in consultation, negotiation, and conflict resolution.</p> <p>Building organisational culture and a focus on achievement through planning, coaching and people development.</p> <p>Clearly articulating organisational objectives and the negotiating of mutually acceptable outcomes.</p> <p>Creating an environment that positively encourages open communication and the discussion of new ideas and initiatives to support the achievement of organisational objectives.</p> <p>Demonstrated commitment and capacity to implementation organisational values, equity principles, diversity inclusion and a healthy and safe workplace culture and environment.</p>

Leadership Capabilities

Application of Values	Builds systems to support people centred, fair and equitable management practices, that strengthen ethical practice.
Decision Making	Considers diverse perspectives. Ensures the right delegate structures exist to empower decision making at the right level. Makes difficult decisions in pursuit of client centred excellence.
Transparency, Accountability & Excellence	Sets, monitors, and regularly communicates information about quality performance standards at the team or portfolio level, promotes the honest review of structural performance.
Change Management	Champions organisational change with focus and positivity through periods of uncertainty. Operationalises vision for change and builds systems that are innovative and adaptable.
Collaboration & Partnerships	Builds an active network of partnerships to identify opportunities for innovative responses to community need.

Nurturing Talent	Champions the need for strategic and innovative workforce planning.
Knowledge	Applied cross-functional acumen, to help turn strategy into action. In understanding of broader CNV strategic priorities, and how these are applied across portfolios.
Empower & Inspire	Develops systems that support a culture of empowerment, cooperation, and trust.
Communication	Operationalises CNV's vision and communicates this clearly.
Diversity & Inclusion	Ensures that organisational systems and policies are safe, inclusive and people centred.
Workplace Environment	Identifies and manages risks to organisational culture or staff wellbeing.
Equality & Power Sharing	Designs clear structures and delegations to enable staff to do their best work, guided by strong ethics and values.

Key Selection Criteria

Mandatory:

1. A relevant tertiary qualification in social work, psychology and/or a related behavioural sciences field.
2. At least five years' experience in the community services sector or a related area including client service delivery, groupwork with a strong knowledge and understanding of the family violence, homelessness and housing service system including related practice standards.
3. Extensive experience in supervising staff in direct services, particularly, experience in leading and influencing others to achieve positive outcomes in service delivery and collaborative work environments.

Essential:

4. An advanced understanding of and support for the feminist philosophy of CNV including the gendered nature of violence against women and children.
5. Proven skills in leading the development of innovative and evidence informed practice and programs.
6. Highly collaborative and strengths-focused stakeholder management skills with a strong ability to lead and contribute to purposeful internal and external partnerships.
7. Highly developed planning and organisational skills to effectively establish priorities and complete assigned tasks within prescribed timeframes (often working autonomously), including the development, implementation and evaluation of projects using sound

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project management methodology.

8. Ability to clearly convey complex information, including concepts and ideas that influence and stimulate quality outcomes and the ability to influence appropriate outcomes in complex work situations.
9. Advanced written communication skills and demonstrated experience in writing reports, funding submissions, and other professional documents.

Desirable:

10. A qualification in management or a related area of study.

Minimum mandatory qualifications requirements

As per the minimum mandatory qualification's requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy.

OR

- Hold a Bachelor of Social Work or other equivalent qualification.

OR

- Have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR

- Hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact the CNV People and Culture team to discuss this further on (03) 5430 3000 or email vacancies@cnv.org.au.

Application Process

To be considered for this role, you will need to provide a cover letter and current resume.

Applicants will be assessed against the Key Selection Criteria listed in the Position Description.

Find information about the Application Process on the Careers page of our website

<https://www.cnv.org.au/job-application-process>

Application close: 10th October 2025.

Note: we will review applications as they come in and may close the advertisement earlier.

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website www.cnv.org.au.

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email vacancies@cnv.org.au.

Other Requirements

Requirements	Performance expectations
Mandatory Prior to Commencement	<ul style="list-style-type: none"> • All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years). • A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment. • All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. • Applicants are required to provide a certified copy of relevant Qualifications. • Employees must hold a valid driver’s license to drive CNV fleet vehicles.
Eligibility and the Right to Work and Live in Australia	<p>To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights.</p> <p>You can gain employment with CNV if you are:</p> <ul style="list-style-type: none"> • An Australian citizen - a birth certificate, citizenship certificate or current passport is proof of eligibility. • A non-citizen with a valid visa that provides work rights - a current passport containing the visa is proof of eligibility. As the visa has an expiry date,



	<p>non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date.</p> <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> • Australian Passport. • Full Australian Birth Certificate and a form of photo ID. • Australian Citizenship Certificate. • Certificate of evidence of resident status. • Valid visa with work rights.
Cultural and Child Safety Statement	<ul style="list-style-type: none"> • CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.
CNV Board Statement of Commitment	<ul style="list-style-type: none"> • We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways. • We acknowledge Aboriginal and Torres Strait Islander peoples' sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination. • We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege. • We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history. • We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.
Cultural Safety in the Workplace	<ul style="list-style-type: none"> • CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.

<p>Commitment to CNV's vision and Philosophies</p>	<ul style="list-style-type: none"> • Champion and act as an advocate for the highest standards of ethical and professional behaviour. • Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.
<p>Our commitment to diversity and inclusion</p>	<p>CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander. • LGBTIQ+. • People with disabilities. • People from diverse cultural and linguistic backgrounds. • People of all ages. • People with caring responsibilities. • People with diverse religious beliefs or affiliations. <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> • Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination. • Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity. • Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager. • Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.
<p>Occupational health & safety (OHS)</p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p> <p>In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times.</p> <p>All CNV employees, contractors and volunteers are required to:</p>

	<ul style="list-style-type: none"> • Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV's OHS policies and procedures. • Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others. • Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace. • Report all injuries, illness or 'near misses' to their supervisor or manager. • Participate in relevant health and safety training based on roles and responsibilities. • As required, participate in the development and implementation of specific OHS hazard and risk management strategies. <p>CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice.</p> <p>In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.</p>
<p>Risk Management</p>	<ul style="list-style-type: none"> • Follow all CNV policies and procedures in relation to risk management. • Conduct risk assessments. • Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework. • Report all hazards and incidents of which they become aware. • Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training, and supervision.
<p>Privacy</p>	<ul style="list-style-type: none"> • CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPs) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required. • Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.
<p>Use of Confidential Information</p>	<p>Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.</p>

Both during and after employment with CNV, employees must:

- Not communicate confidential or private information to third parties.
- Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.
- Only access personal records, files, and information to facilitate direct work.

Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.