

POSITION DESCRIPTION

Position:	Executive Manager – Services
Reports To:	Chief Executive Officer
Direct Reports:	Service Coordinators, Program Managers
Status:	Ongoing, full-time
Location:	East Melbourne
Grade:	Common Law

ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men’s behavioural change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and wider community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated *inLanguage, inCulture* delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team’s unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 40 years, inTouch has helped over 30,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive to reach their full potential to build happy, healthy and productive lives.

inTouch’s 2022-2025 Strategic Plan [here](#).

POSITION SUMMARY

The Executive Manager – Services role is responsible for leading service excellence across all aspects of response and safety along the service continuum. The Executive Manager – Services will set the strategy and approach for inTouch’s national expansion and collaborate cross functionally to develop new services and programs, whilst taking a continuous improvement approach to existing services. The role is responsible for building a positive and effective culture across the service team and inTouch more broadly.

KEY RELATIONSHIPS

Internal - Effective working relationships are required with all inTouch staff, particularly the Executive Team and Managers.

External - Effective working relationships required with all key external stakeholders including referral partners, peak bodies and suppliers. Engagement with clients / advocates as required.

Position Description – Executive Manager – Services	Effective Date	March 2024	Version: 4.0
Authorised by: Chief Executive Officer	Review Date	April 2025	Page 1 of 5

POSITION ACCOUNTABILITIES

Service Delivery

- Oversees the delivery of high-quality client services nationally, ensuring that services are accessible, client-centered, and responsive to the needs of individuals from diverse cultural backgrounds and delivered in line with the inTouch *inLanguage, inCulture* service model.
- In partnership with the Service Design and Projects team, develop and implement strategies to enhance service delivery models, incorporating digital solutions to improve accessibility and efficiency.
- Ensure compliance with legal, ethical, and regulatory requirements related to family violence and client services.
- Foster strong relationships with stakeholders, including government bodies, community organisations, and service partners, to enhance service integration and referrals.
- Identify new service opportunities and partnerships for greater impact.

Business Transformation and Growth

- Develops national expansion strategy and plan in conjunction with members of the Executive Team and leads in the delivery of this strategy.
- Lead initiatives to drive positive culture change within the organisation, aligning with organisational values.
- Leads business transformation efforts to improve organisational efficiency, data-driven decision-making, and client outcomes.
- Build change resilience across the business and drives a dynamic change agenda including fostering the take up of technology to improve client experience.

Digital and Data Transformation

- Oversee the adoption of digital technologies and data analytics tools to enhance service delivery, operational efficiency, team performance and client engagement.
- Ensure the integrity and security of client data, in compliance with privacy laws and best practice.
- Promote a culture of innovation, encouraging the exploration of new technologies, improved practices, and digital solutions to address challenges in the family violence sector.

Culture Change and Change Management

- Lead the development and implementation of a comprehensive change management strategy to drive organisational culture change.
- Champion initiatives that promote a positive workplace culture, aligned with the organisation’s values.
- Work closely with the leadership team and staff to identify barriers to change and develop strategies to overcome them.
- Facilitate workshops, training sessions, and discussions that enhance staff understanding and commitment to cultural competency and change management principles.
- Monitor and evaluate the effectiveness of culture change initiatives, adjusting strategies as necessary to achieve desired outcomes.

Leadership and Team Development

- Lead and inspire the client services team, fostering an environment of professional growth,

Position Description – Executive Manager – Services	Effective Date	March 2024	Version: 4.0
Authorised by: Chief Executive Officer	Review Date	April 2025	Page 2 of 5

- teamwork, and commitment to excellence in service delivery.
- Conduct regular performance reviews and provide constructive feedback to team members to support their development and the achievement of organizational goals.
- Build a leadership and talent pipeline.
- Create vertical and lateral career pathways across business.

Stakeholder Engagement

- Build and maintain strong relationships with community groups, government agencies, and other stakeholders to enhance service delivery and advocate for the needs of multicultural communities.
- Represent the organisation in public forums, conferences, and media engagements as agreed with the CEO, promoting the organization's work and impact in the family violence sector.

Build High Performing Teams

- Lead, mentor, and develop a diverse team of professionals, fostering an environment of collaboration, professional growth, and high performance.
- Implement performance management systems that align with organisational goals, providing regular feedback and support to team members.
- Champion diversity and inclusion within the team, ensuring that staff are equipped to work sensitively and effectively with clients and staff from varied cultural backgrounds.

Financial and Risk Management

- Develop and manage the budget for client services, ensuring optimal allocation of resources to meet service delivery objectives.
- Identify and assess risks to service delivery (including quality and clinical risk), implementing strategies to mitigate these risks and ensure organisational resilience via effective forward planning.
- Ensure financial practices and reporting comply with statutory requirements and organisational policies.
- Secure funding for the continuation and expansion of services.

Quality and Continuous Improvement

- Implement a framework for continuous improvement, utilising client feedback, data insights, and best practices to enhance service quality.
- Conduct regular reviews of service delivery processes, identifying opportunities for improvement and innovation.
- Lead accreditation activities within division and works with Chief Operating Officer to ensures QA standards are met.

EXTENT OF AUTHORITY

All expenditure on behalf of inTouch must be aligned to the Delegations of Authority.

KEY SELECTION CRITERIA

Essential:

- A tertiary degree in social work, psychology, health, or related discipline.
- Demonstrated success in driving national expansion and service innovation.

Position Description – Executive Manager – Services	Effective Date	March 2024	Version: 4.0
Authorised by: Chief Executive Officer	Review Date	April 2025	Page 3 of 5

- Proven ability to drive results through partnerships.
- Extensive experience in a senior management role within the family violence sector or related fields, with a strong focus on service delivery to diverse communities.
- Demonstrated leadership in driving culture change, business transformation, and digital innovation.
- Experience in innovating service delivery and improving the client experience.
- Proven ability to develop and lead high-performing teams.
- Strong financial and risk management skills.
- Experience leading a high-quality service with a focus on continuous improvement.

Desirable:

- Post graduate degree in business or a related field.

Personal Attributes:

- Strong communication, analytical and interpersonal skills.
- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- Excellent stakeholder relationship building skills.
- Exceptional focus on client service
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have challenging discussions to support progress.
- Highly organised, detail oriented and outcomes driven.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer use.
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

CONDITIONS OF EMPLOYMENT

- The terms and conditions for this position, including remuneration and leave entitlements, is in line with market position and inTouch Enterprise Agreement and Policies.
- Salary packaging and flexible working arrangements may be provided subject inTouch Policy and requirements of the business.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two reference checks, a national criminal records check, working with children check, international police check (if applicable), proof working rights in Australia and any specified qualifications and checks deemed reasonable for the level of role.
- The successful applicant will be required to sign a Confidentially Agreement and Agreement to adhere to the inTouch Code of Conduct.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if

Position Description – Executive Manager – Services	Effective Date	March 2024	Version: 4.0
Authorised by: Chief Executive Officer	Review Date	April 2025	Page 4 of 5

employed, they will not be paid compensation for that condition.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

Position Description – Executive Manager – Services	Effective Date	March 2024	Version: 4.0
Authorised by: Chief Executive Officer	Review Date	April 2025	Page 5 of 5