

POSITION DESCRIPTION

Position:	Executive Manager, Client Services
Reports to:	Chief Executive Officer
Direct reports:	3 direct reports
Status:	Ongoing, Full-time
Location:	Hybrid - based in East Melbourne and Dandenong, as well as working from home arrangements, travel required at various locations including regional Victoria and interstate

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal center working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2022-2025 Strategic Plan [here](#).

Position Description: Executive Manager, Client Services	Effective Date	August 2025	Version: 6.0
Authorised by: Chief Executive Officer	Review Date	August 2027	Page 1

POSITION SUMMARY

The Executive Manager, Client Services, provides strategic leadership and oversees the effective operational delivery of client services. In collaboration with a dedicated team of Family Violence Practitioners, Team Leaders, and Managers, the Executive Manager will foster a supportive service environment grounded in trust, safety, and collaboration. In leading a specialist service for migrant and refugee communities, the Executive Manager, will ensure our internal practices embody critical reflection and reflect contemporary frameworks relevant for working with marginalised communities. The role ensures that our external advocacy with stakeholders, government, community organisations and other specialist services is supported by our internal practice and thought leadership on the ways in which race, culture, trauma and marginalisation shape community experiences and needs within the family violence sector.

KEY RELATIONSHIPS

Internal	Effective working relationships with all inTouch staff, leadership, inTouch Board, NOOR survivor-advocates, and volunteers to support cohesive team dynamics and effective, client-centered, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

Service Delivery

- Lead the design, delivery, and continuous improvement of services that are culturally responsive, trauma-informed, and person-centered, ensuring the voices of migrant and refugee communities are central.
- Drive the development of innovative practice models that integrate migration, cultural context, anti-racism and lived experience as essential components of effective responses to family violence.
- Oversee robust quality assurance, accreditation, and data governance processes, ensuring client safety, service integrity, and accountability.
- Strengthen pathways and integration across inTouch programs — including case management, legal services, prevention, and perpetrator interventions — to maximise accessibility and outcomes.
- Monitor sector reforms, legislative change, and emerging evidence to ensure timely service adaptation and leadership in practice.
- Provide clear and transparent reporting to the CEO, Board, and committees to inform governance and strategic oversight.

Strategic Leadership and Transformation

- Provide visible and accountable leadership within the family violence sector, shaping systemic responses through best-practice, advocacy, and thought leadership.
- Position inTouch as a recognised authority on culturally responsive, trauma-informed approaches to family violence.
- Drive business transformation initiatives that enhance organisational capacity, digital innovation, and client outcomes.

Position Description: Executive Manager, Client Services	Effective Date	August 2025	Version: 6.0
Authorised by: Chief Executive Officer	Review Date	August 2027	Page 2

- Build a culture of reflection, innovation, and continuous improvement across client services.
- Oversee the financial sustainability of service portfolios, ensuring effective resourcing, risk management, and compliance.
- Secure and align funding opportunities to strategic priorities, ensuring service continuity and sector impact.
- Guide cross-sector collaborations and initiatives that embed cultural responsiveness and lived experience into mainstream systems.

Stakeholder Engagement and Advocacy

- Represent inTouch in high-level forums, government consultations, and policy initiatives, influencing the design and implementation of systemic responses to family violence.
- Actively contribute to shaping national and state-level family violence strategies, ensuring migrant and refugee communities' needs are recognised and addressed.
- Build and sustain strategic relationships with government, peak bodies, multicultural communities, academia, and sector partners to strengthen service integration and policy influence.
- Act as a trusted spokesperson and sector leader, advancing public dialogue on the intersections of family violence, migration, culture, and systemic inequities.
- Partner with stakeholders to co-design sector-wide initiatives that reduce barriers, expand access, and build cultural capability.

PEOPLE MANAGEMENT

- Inspire, mentor, and lead multidisciplinary teams to deliver high-quality services grounded in equity, safety, and cultural humility.
- Foster a workplace culture of values-driven practice, inclusion, critical reflection and continuous learning.
- Oversee workforce planning, supervision, and staff development to ensure resilience and sustainability.
- Build leadership capability within teams to strengthen succession planning and sector leadership pathways.
- Champion staff wellbeing, accountability and professional growth in alignment with InTouch's vision and values.

DELEGATION OF AUTHORITY

The incumbent is required to operate within inTouch's Delegations of Authority and is responsible for managing budgets, monitoring expenditure, and ensuring the effective and compliant use of financial resources within their area of responsibility. This includes management, oversight, and compliance of contracts and agreements relevant to their role.

KEY SELECTION CRITERIA

Essential

- Extensive senior leadership experience in the family violence or social services sector, with a demonstrated ability to provide thought leadership, influence policy, and drive systemic reform.
- Proven ability to lead integrated, culturally responsive, anti-racist and trauma-informed services

Position Description: Executive Manager, Client Services	Effective Date	August 2025	Version: 6.0
Authorised by: Chief Executive Officer	Review Date	August 2027	Page 3

across the family violence continuum, including victim-survivor support, recovery, prevention, and perpetrator interventions.

- Proven ability to inspire, develop, and lead high-performing multidisciplinary teams, fostering inclusive, values-driven, and reflective workplace culture.
- Strong understanding of evidence-based approaches to working with men who use violence, ensuring safety for women and children while promoting accountability and change.
- Demonstrated capacity to lead organisational transformation and continuous improvement, with strong financial, risk, and governance acumen.
- Strong track record of building strategic partnerships with government, community, and sector stakeholders, and acting as a trusted advocate for migrant and refugee communities.

Desirable

- Postgraduate qualifications in management, leadership, or a related discipline.
- Recognised contributions to thought leadership or policy reform in family violence and multicultural services.
- Strong track record of work in the intersections of gender, race and class.

Personal Attributes

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- 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 sensitive discussions.
- Highly organised, detail oriented and outcomes driven.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must hold a current Victorian driving license.
- Must be physically capable of carrying out administrative duties, including extended periods of computer use.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work to

Position Description: Executive Manager, Client Services	Effective Date	August 2025	Version: 6.0
Authorised by: Chief Executive Officer	Review Date	August 2027	Page 4

meet the organisation's audit, contract and registration obligations.

- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- Successful applicants will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, a working with children check, proof of identity and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- 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 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.

AUTHORISATION

I hereby accept the above Terms of Employment.

Signed:

Date:

Position Description: Executive Manager, Client Services	Effective Date	August 2025	Version: 6.0
Authorised by: Chief Executive Officer	Review Date	August 2027	Page 5