

POSITION DESCRIPTION

POSITION TITLE: Project Manager - Lismore Women's Health and Resource Centre (LWHRC)

SERVICE OF: Northern River's Women and Children's Services Inc. (NORWACS)

REPORTING TO: Chief Executive Officer

OUR VISION

Women and their children are strong, well, safe and empowered to thrive.

OUR MISSION STATEMENT

NORWACS supports and advocates for women and children across the Northern Rivers to be well, safe, strong and empowered to thrive.

OUR VALUES

Equality Integrity Respect Kindness Courage Sustainability

PURPOSE OF POSITION

The Project Manager is responsible for the successful delivery of LWHRC. They will lead a small, multi-disciplinary team of highly skilled professionals who together create a warm and inviting environment for women to access trauma informed, quality care and support. The Project Manager will also prepare and present updates regularly to relevant management channels, ensuring that our goal of innovation is being achieved.

The key responsibilities of the Project Manager are:

- o Lead strategic planning and development of LWHRC services to support the diversity of women and their children in the communities we serve to achieve improved health and wellbeing outcomes, in-line with organisational values and priorities.
- o Ensure services are provided to the highest industry standards and are responsive to the needs of NORWACS' clients and the wider community, particularly those at risk of poorer health outcomes.
- o Supervise and mentor LWHRC staff effectively to support professional development, collaboration and the fostering of a positive 'one team' culture across all NORWACS' service and operational teams.



- o Build and maintain effective relationships with multidisciplinary team members, clients, and other stakeholders, including knowledge of local service provision and the ability to form productive networks and partnerships.
- o Take lead on the Non-Fatal Strangulation (NFS) project by supporting the Statewide project team.
- o Identify, procure and manage funding opportunities for LWHRC's sustainable operation, ensuring funding and organisational objectives are met on time and within budget.

STATEMENT OF DUTIES

OVERALL RESPONSIBILITIES

1. Role model NORWACS' vision and values, which includes working within a feminist, social justice framework.
2. Identify relevant service partnerships or MOU's to provide programs and services to LWHRC clients.
3. Oversee the day to day running of all projects delivered through LWHRC.
4. Provide ongoing staff support and supervision.
5. Manage the administration of all LWHRC services, including but not limited to counselling, intake, health promotion, women's health nurse clinic and the Heartfelt House project.
6. Predict resources needed to reach objectives and manage these in an effective and efficient manner.
7. Prepare and track budgets based on scope of work and resource requirements.
8. Carry out regular formal and vigorous evaluation processes and ensure quality compliance of all projects.
9. Utilise best practices, techniques, and standards to manage LWHRC.
10. Measure specific project performance to identify areas for continuous improvement.

COMMUNITY DEVELOPMENT AND NETWORKING

1. Promote Lismore Women's Health & Resource Centre to the community, local service network and local government agencies.
2. Attend relevant Community meetings and engage in community education on priority issues where needed.



CLIENTS

1. Ensure the provision of quality support, information and referral advice given to women who engage with LWHRC services.
2. Undertake mandatory notifications to Department of Family and Human Services when required.

ADMINISTRATIVE PROCEDURES

1. Write reports and acquittals for external funding sources.
2. Provide monthly staff reports and annual reports.
3. Maintain a high standard in all record keeping and administrative tasks.
4. Oversee maintenance of administrative records and service data in accordance with the policies and procedures of the organisation.
5. Participate in all processes to improve the administrative procedures of the service.

PROFESSIONAL AND ETHICAL PRACTICES

1. Respond to clients and co-workers in a respectful manner at all times.
2. Participate in performance appraisals annually or as determined by your supervisor.
3. Adhere to NORWACS' Code of Conduct, Code of Ethics and all Policies & Procedures of the organisation.
4. Update and increase knowledge of local services available, relevant legislative changes, research, theory and practices in the field.
5. Participate in training and other activities that promote ongoing professional development.
6. Reflect on and assess personal performance on the basis of the goals of the organisation.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed	30/11/23		

