

CLASSIFICATION: Band 7

OCCUPANT: Vacant

DATE: October 2026

POSITION CONTEXT & OBJECTIVE(S):

The South West Child and Family Services (SWC&FS) Alliance is a partnership of Department of Families, Fairness and Housing (DFFH) funded Family Service organisations including Aboriginal Community Controlled Organisations, DFFH, The Orange Door, Child Protection and other key system partners working together to improve the outcomes for children, young people and families across the South West.

The Strategic Facilitator supports the effective operation of the Alliance by providing strategic advice, coordination of governance activities and leading projects that strengthen collaboration across the Family Services sector. The role works with Alliance members to support regional planning, implement government reforms and improve how organisations work together to meet the needs of children, young people and families.

The position supports informed decision-making through research, data analysis and stakeholder engagement, and coordinates the development and implementation of the Alliance Plan and other strategic priorities.

KEY RESPONSIBILITIES AND DUTIES:

Alliance Governance

- Coordinate the effective operation of the SWCFSA.
- Support the Executive Group, Operations Group and Leading Practice Group by preparing meeting agendas, papers, minutes and action registers.
- Develop, review and maintain Alliance governance documents, including the Charter, Memorandum of Understanding, Terms of Reference and Alliance Plan.
- Prepare high-quality reports, briefing papers and correspondence to support informed decision-making.

Strategic Planning and System Improvement

- Coordinate the development, implementation and review of the Alliance Plan.
- Monitor changes in government policy, legislation and emerging issues that may impact Family Services across the South West.
- Identify opportunities to strengthen collaboration, improve service coordination and enhance the effectiveness of the Family Services system.
- Lead or support projects and initiatives that contribute to Alliance priorities and continuous improvement.

Data, Research and Reporting

- Analyse regional data, research, service information and emerging trends to support planning and decision-making.
- Prepare reports that assist the Alliance to understand demand, service capacity, workforce issues and regional priorities.
- Undertake research, environmental scans and policy analysis to inform Alliance planning and reform activities.

Partnership and Stakeholder Engagement

- Build and maintain positive working relationships with Alliance members, DFFH, Aboriginal Community Controlled Organisations, Child Protection, The Orange Door and other key stakeholders.
- Facilitate collaboration between member organisations to support integrated service delivery and regional planning.
- Represent the Alliance at regional and statewide meetings, forums and working groups as required.

Coordination and Administration

- Coordinate Alliance meetings, workshops and events.
- Maintain governance records, action registers and Alliance documentation.
- Support funding acquittals, reporting requirements and other administrative functions associated with the operation of the Alliance.
- Undertake other duties consistent with the objectives and classification of the position.

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KEY SELECTION CRITERIA:

Applicants are required to address in writing the key selection criteria in their application:

1. **Demonstrated experience coordinating governance, strategic planning or collaborative initiatives** involving multiple organisations, stakeholders or partners.
2. **Demonstrated ability to build and maintain effective working relationships** with government, community organisations, Aboriginal Community Controlled Organisations and other stakeholders to achieve shared outcomes.
3. **Highly developed written communication skills**, including the ability to prepare high-quality reports, briefing papers, policies, governance documents and correspondence for a range of audiences.
4. **Demonstrated analytical and problem-solving skills**, including the ability to interpret data, undertake research, identify emerging issues and develop practical recommendations.
5. **Demonstrated project management skills**, including the ability to coordinate multiple priorities, manage competing deadlines and deliver agreed outcomes.
6. **Demonstrated ability to facilitate collaboration, consultation and stakeholder engagement** to support planning, decision-making and continuous improvement.
7. **Sound knowledge of the Victorian child and family services sector**, including an understanding of relevant legislation, policy and contemporary practice, or the ability to rapidly acquire this knowledge.
8. **Demonstrated ability to work independently**, exercise sound judgement and contribute strategically within a complex and changing environment.
9. **Commitment to Aboriginal self-determination, cultural safety and child-safe practice**, with an understanding of the importance of these principles in the delivery of Family Services.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records): ☒ YES

The incumbent must have and maintain a Working with Children Check: ☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Service Manager – Early Years Intervention & Support

Supervises: NIL

Internal Contacts: All Staff

External Contacts: Alliance member agencies, DFFH, The Orange Door, Child Protection and key system partners.

RELATIVE LEGISLATION

Employment Legislation

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020
- Child Safe Standards

Relevant Family Services Legislation and Policy

- Children, Youth and Families Act 2005 (Vic)
- Child Information Sharing Scheme (CISS)
- Family Violence Information Sharing Scheme (FVISS)

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South West Child & Family Services Alliance Strategic Facilitator

- MARAM (Multi-Agency Risk Assessment and Management Framework)
- DFFH Family Services Document Set, including Service Delivery Model, Service Delivery Requirements, Service Delivery Guidelines, System Oversight (Child and Family Alliance) Guidelines
- Strengthening Families throughout and demand management operational guidance

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for the effective coordination of the SWCFSA and implementation of agreed Alliance priorities.
- Responsible for providing strategic advice, research, and recommendations to support informed decision-making by the Alliance Executive and governance groups.
- Exercises initiative and sound judgement in coordinating projects, managing competing priorities and maintaining effective relationships across multiple organisations.
- Influences outcomes through collaboration, negotiation and relationship management, without direct authority over Alliance member organisations.
- Responsible for the quality, accuracy and timeliness of governance documentation, reports and communications prepared on behalf of the Alliance.

JUDGEMENT AND DECISION MAKING:

- Exercises initiative, sound judgement and problem-solving in coordinating Alliance activities, managing competing priorities and responding to emerging issues.
- Analyses information, research, data and stakeholder feedback to develop practical recommendations that support informed decision-making.
- Identifies issues, risks and opportunities, and determines appropriate actions or escalation within the Alliance governance framework.
- Works independently within relevant legislation, Council policies, DFFH requirements and the Alliance governance framework.

SPECIALIST KNOWLEDGE AND SKILLS:

- Knowledge of the Victorian child and family services system, including relevant legislation, policy and contemporary practice.
- Demonstrated understanding of governance, strategic planning and collaborative partnership approaches.
- Ability to analyse information, data and emerging trends to support planning and informed decision-making.
- Highly developed written and verbal communication skills, including the preparation of reports, briefing papers and governance documents, facilitate meetings, and communicate effectively with a broad range of stakeholders.
- Demonstrated ability to build effective relationships and work collaboratively with a diverse range of stakeholders.

MANAGEMENT SKILLS:

- Ability to plan, coordinate and monitor projects and priorities.
- Ability to manage competing deadlines and achieve outcomes in a complex environment.
- Ability to coordinate work across multiple organisations to achieve agreed outcomes.

INTERPERSONAL SKILLS:

- Highly developed interpersonal skills with the ability to build and maintain effective working relationships with a diverse range of stakeholders.
- Demonstrated ability to communicate effectively, both verbally and in writing at all organisational levels.
- Demonstrated ability to facilitate collaboration, negotiate outcomes and resolve issues in a professional and respectful manner.
- Ability to work collaboratively within a complex partnership environment while maintaining a whole-of-system approach.

QUALIFICATIONS AND EXPERIENCE:

- A tertiary qualification in social work, human services, public administration, business, project management or a related discipline or demonstrated equivalent knowledge and experience.
- Demonstrated experience in governance, strategic planning, partnership development, project management or a related field.
- Current Victorian Driver Licence.

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South West Child & Family Services Alliance Strategic Facilitator

- Current Employee Working with Children Check and satisfactory National Police Check.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment, and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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