

Position Description: Boarding House Manager



Position Title	Boarding House Manager
Employment status	Ongoing
Hours	Generally, hours will include: • 5-day week which includes one day per weekend • On-call Roster It is recognised that House Managers have a high level of responsibility for coverage of the House. Consequently, hours of work are indicative only and are subject to the needs of appropriate student care.
Location	• Richmond • Occasional travel, including to regional Victoria and remote areas of Australia
Position reports to	Head of Boarding and Wellbeing
Direct reports	• Assistant Boarding Manager • Senior Boarding Coordinator • Boarding Coordinators • Volunteers.
Authority	• The Boarding House Manager has the authority to act in loco parentis in relation to each MITS alumnus. This includes legal responsibilities as well as the functions and responsibilities of a parent when that parent is not available. • To authorise spending in accordance with the House Budget
Critical reporting	• The Boarding House Manager is responsible for reporting to the Head of Boarding:

	- on budgets that relate to the House (including staffing, catering, cleaning, maintenance, and enrichment programs). - Staffing, rosters, student wellbeing and partner school communications
Salary range	- Commensurate with abilities, experience, and performance. - As MITS is a Public Benevolent Institution, MITS employees are entitled to salary package up to the Fringe Benefits Tax Concession Cap limit. - Conditions are in accordance with the National Employment Standards.
Leave	School holidays (except when required to be performing duties or attend professional development)
Key Relationships	- MITS staff and volunteers while engaged at the Boarding House - Students, their families, their communities and, for the Alumni Boarding House, their Partner Schools - Alumni and Wellbeing Teams

1 Role Purpose

The Melbourne Indigenous Transition School (**MITS**) is a residential transition school for Indigenous students from remote and regional communities. Each year, 22 boys and girls around Year 7 come to MITS for two years. At the end of their MITS years, students transition into scholarship positions at Melbourne schools and will reside in a variety of accommodation, School Boarding Houses, Melbourne Family homes and MITS Boarding Houses. MITS believes that wellbeing is central to the continuing success of its students, and tailors its programs to reflect this philosophy.

Reporting to the Head of Boarding, each Boarding House Manager has responsibility for the leadership, management and operations of a MITS Boarding House. The Boarding House Manager is responsible for all aspects of out-of-school supervision of students including their health and wellbeing, program delivery and homework support, appointing, rostering and supervising Boarding staff, volunteers and managing the Boarding House budget. They will also arrange, or assist Partner Schools to arrange (as relevant), student travel and liaison with family and home communities in relation to the fulfilment of cultural and family obligations.

It is expected that the Boarding House Manager will fill a number of informal, intangible roles including creating a culturally celebratory environment, providing mentoring, and fostering a sense of community. The development of relationships of trust, understanding and clear communication with families, guardians and Indigenous communities is core to this role.

2 Leadership and Management Responsibilities

2.1 Leadership

The Boarding House Manager will:

- (a) **(accountability)** be accountable for, and report on, all activities within boarding; remain abreast of duty of care requirements and implement changes as required;
- (b) **(people & culture)** appreciate, respect and affirm others and work effectively with all members of the MITS community to create a positive and collaborative culture;
- (c) **(people & culture)** create a culturally safe environment in which the cultural identity of each student and staff member is valued and celebrated. Model positive behaviours which reflect and support MITS's values;
- (d) **(strategic implementation)** take a lead role in the implementation and achievement of MITS strategic objectives (within the scope of management responsibility) determine strategic and operational priorities for boarding, in line with MITS's mission and vision; and
- (e) **(donor stewardship)** fully support MITS Development and Donor engagement strategies by attending fundraising and supporter events and contributing to MITS's ongoing efforts to bring together Indigenous and non-Indigenous Australians in positive, supportive and respectful environments, contributing to reconciliation in Australia.

2.2 HR/Staff Management

The Boarding House Manager will:

- (a) **(boarding rostering)** maintain appropriate staffing levels through effective rostering, covering absent staff and arranging replacement staff as necessary. Inform staff of the Weekly Work Program, Term Planners and Duty Lists;
- (b) **(leadership)** provide leadership to and supervision of staff and volunteers in the execution of their day-to-day duties while creating and maintaining a team environment both within the specific team and the organisation as a whole;
- (c) **(workplace)** facilitate a safe and supportive work environment by ensuring compliance with MITS's policies and procedures and with workplace legislation;
- (d) **(mentoring)** lead with exemplary practice, acting as a mentor to staff;
- (e) **(people & culture)** provide a supportive working environment for people of all ages, skills, abilities and social and cultural backgrounds;
- (f) **(team development)** promote and improve employee effectiveness by supporting a culture of continuous review, development and open communication in which managers and staff work together to plan, monitor and review work performance, objectives, goals and their overall contribution to MITS;
- (g) **(performance management)** conduct regular meetings and reviews with direct reports and provide regular feedback regarding performance, including at least one formal appraisal meeting per year to review performance and work against agreed responsibilities and key performance indicators.
- (h) **(handover supervision)** ensure that all boarding staff understand and comply with their requirement to complete thorough verbal, written handovers before and after each shift.
- (i) **(development and performance plans)** Set clear targets and develop Development and Performance Plans where required and work with staff to achieve the objectives;
- (j) **(professional development)** support the ongoing professional development of direct reports, identifying suitable opportunities in line with MITS's priorities and budgets. Maintain records and critically evaluate outcomes and effectiveness;
- (k) **(recruitment)** in cooperation with People and Capability Manager Human Resources and the Head of Boarding, coordinate the recruitment, assessment, selection, documentation and appointment of staff within the Boarding House;
- (l) **(on-boarding)** contribute to conduct appropriate onboarding and inductions for new staff and volunteers to ensure they are familiar with all emergency and safety procedures including child safety and have the training and knowledge to discharge their duties effectively; and
- (m) **(payroll staff record)** maintain attendance staff records including payroll, leave and expense reimbursements and ensure timesheets and documents appropriately are authorised submitted to Office Manager in a timely manner.

3 Student Responsibilities

3.1 Student Wellbeing

The Boarding House Manager will:

- (a) **(child safety)** report on issues relating to student wellbeing and Child Safety. This will include compliance with all obligations under MITS's Child Safety Policy and assisting the Head of Boarding to develop policy, strategy, culture and training in relation to Child Safety;
- (b) **(culture)** create and maintain a culturally safe boarding environment in which the language, community and culture of each student is celebrated;

- (c) **(relationships)** develop supportive relationships with all students to help them address issues relating to their wellbeing, learning or relationships and to support their transition to MITS and on to Partner Schools;
- (d) **(supervision)** ensure that students are always adequately supervised by a suitably informed Boarding House Staff team.
- (e) **(student records)** maintain, and ensure that Boarding House Staff maintain, student records, maintaining a high-level understanding of the systems to ensure records are maintained as confidential, comprehensive and accessible to all relevant staff;
- (f) **(clothing & uniforms)** ensure students have appropriate clothing, assist them to acquire when required, arrange sporting equipment, uniform, liaise with their Partner Schools (where relevant), clothing suppliers, and kit out for camping trips, special occasions and events;
- (g) **(laundry) ensure Boarding Staff** monitor laundry, cleanliness and condition of clothing personal needs, teaching students to maintain their own belongings in an appropriate manner;
- (h) **(healthy choices)** ensure that a healthy routine is maintained, and healthy life choices are taught and carried out;
- (i) **(hygiene)** ensure that high standards of cleanliness and hygiene are taught, encouraged and maintained with sensitivity to privacy, gender and cultural perspectives;
- (j) **(digital media)** monitor use of digital media and ensure all junior student electronic devices are locked and charged overnight;
- (k) **(financial and electronic resources)** ensure students have sufficient access to banking and phone coverage; and

3.2 Student Medication & Health

The Boarding House Manager will have primary responsibility to the medical care of students. They will:

- (a) **(administration of medication)** instruct and supervise Boarding House Staff to appropriately administer medications and maintain records in Sentral, and ensure that the MITS Principal is informed of any medications required during school hours;
- (b) **(first aid)** supervise Boarding House Staff to administer first aid, ensuring all records are maintained in Sentral, First Aid equipment and supplies are maintained and that the MITS Principal is informed of any procedures required during school hours;
- (c) **(health care)** respond to ongoing health concerns and arrange and attending appointments with suitable health care practitioners including doctors, audiologists, dentists and physiotherapists, and ensuring families are promptly informed of all relevant issues. This may require the Boarding House Manager to attend appointments with students or to direct other staff to accompany students;
- (d) **(health records)** oversee Boarding Coordinators to ensure they maintain comprehensive health and wellbeing records, shift reports, student and family contact information and medical records;
- (e) **(medication packs)** liaise with doctors and clinics to obtain prescriptions and with the pharmacy to fill prescriptions and prepare blister packs;
- (f) **(parental consent)** liaise with parents or guardians to keep them informed of medical issues, seek information and consents when required and record parental information and consents on Sentral;

- (g) **(school absences)** arrange for suitable supervision of unwell students remaining in the Boarding House during school hours; and
- (h) **(wellbeing and sexual health classes)** ensure an effective wellbeing program and sexual health is delivered within the Boarding House

3.3 Student Behaviour

The Boarding House Manager will:

- (a) **(rules)** ensure that students clearly understand boarding rules, encourage good decision making and assist students to reduce poor behavioural decisions;
- (b) **(team supervision)** lead the team to maintain constant and active supervision of students, monitoring behaviour, language, appearance and appropriate use of technology and social media as well as reporting on incidents so they can be appropriately and consistently addressed;
- (c) **(monitoring)** promote high standards of student behaviour and manage behaviour issues within the Boarding House by maintaining a constant and active supervision presence in and around the Boarding House, monitoring behaviour, language, appearance and appropriate use of technology and social media;
- (d) **(restorative practices)** clearly understand the confidently coordinated restorative practices as required;
- (e) **(parent feedback)** provide feedback to parents regarding both positive and inappropriate behaviours;
- (f) **(reporting)** write student reports and ensure that records are kept and maintained for all students; and
- (g) **(behaviour management procedure)** promote high standards of student behaviour, manage student behaviour in accordance with the Student Behaviour Management Procedure, seek input from staff to develop informed decision making and seek to moderate unacceptable behaviours through behaviour contracts, restorative practices, etc.

3.4 Sports, Weekend and After-school Programs

The Boarding House Manager will:

- (a) **(camps)** liaise with the principal organiser of school and other camps to ensure students have the clothing, provisions and equipment requested, including medications and that parental consents are recorded;
- (b) **(homework)**, liaise with the MITS Principal or Partner Schools to provide homework support to students that are relevant to the curriculum and teaching objectives, ensuring students are properly supervised and that volunteers understand the expectations and can effectively act as homework mentors;
- (c) **(enrichment)** oversee the Student Enrichment and Sports Programs to engage students after-school, on public holidays and weekends and where appropriate contribute to the delivery of activities.

4 Boarding House Responsibilities

4.1 Boarding Operations

The Boarding House Manager will:

- (a) **(Boarding House)** manage and oversee the daily operations of the Boarding House including rosters, daily routines, sports & after-school, catering, weekend activities program and travel arrangements for students;
- (b) **(emergency coverage)** live off campus but be contactable by telephone 24 hours per day, 7 days per week during school terms for emergency response; provide 24-hour response to emergencies such as illness, emergency evacuation, urgent or sensitive calls from parents;
- (c) **(emergency procedures)** maintain a current understanding of Emergency Policies and Procedures, ensuring staff have the training and knowledge to implement if necessary;
- (d) **(risk)** continuously monitor and manage risk through effective risk planning and the implementation of effective risk mitigation strategies;
- (e) **(resource management)** effectively optimise the Boarding House's financial, physical and human resources through sound management practices and organisational systems and processes that contribute to the implementation of MITS vision and goals;
- (f) **(governance)** ensure good governance by delivering consistent management, cohesive policies, guidance, processes and decision-rights for a given area of responsibility, with proper oversight and accountability;
- (g) **(financial control)** under supervision by the Head of Boarding, manage the financial affairs of the Boarding House including budget preparation, monitoring expenditure and income and compliance with all financial standards;
- (h) **(reporting)** report on Boarding House performance to the Head of Boarding, ensuring they are adequately and accurately informed of internal and external issues in a timely manner;
- (i) **(OH&S)** maintain a safe and healthy environment for staff, students and visitors that complies with the provisions of the relevant workplace health and safety legislation; act as Occupational Health and Safety Officer including conducting safety inductions, monitoring and reporting on accidents and incidents; and
- (j) **(cleaning)** oversee daily, start and end of term as well as the end of year cleaning of the Boarding House and monitor both general and specific cleaning requirements so that a high standard of presentation is maintained.

5 Family & Community Responsibilities

5.1 Community and Family Liaison

The Boarding House Manager will:

- (a) **(MITS community)** develop and maintain sound, positive, and caring relationships with MITS students, their families and communities. This may include visiting families in their communities to provide feedback on student performance, behaviour and wellbeing and to develop an understanding of the student's background and cultures;
- (b) **(current parental liaison)** respond to concerns and enquiries of current families, parents and guardians and to keep them fully informed;
- (c) **(events)** be fully and actively involved in the life of MITS, liaison with, including community events, volunteer events, fund raising functions and promotional activities; and
- (d) **(grievances)** sensitively manage grievances and complaints from families, students, neighbours and the community in relation to the Boarding House, consulting with the Head of Boarding and informing other MITS staff as required.

6 Key Selection Criteria

6.1 Essential Experience, Attributes and Skills

- (a) Experience
 - (i) Prior experience of working within boarding environments or similar with a clear understanding of the responsibility involved in the duty of care of staff, students and MITS property.
 - (ii) A record of success in leadership, management or senior position within an education environment.
 - (iii) Previous success in team building, people management, coaching and supervision.
 - (iv) Experience working with Indigenous students and communities with demonstrated respect for diverse cultures and languages and the process of reconciliation.
 - (v) Experience in dealing effectively with young people, parents and management.
 - (vi) Experience and knowledge of student wellbeing and behaviour management programs and approaches, particularly relating to students who may have experienced trauma.
- (b) Capabilities relevant to a boarding environment
 - (i) Ability to show consistency and fairness to students, empathy towards the particular needs of Indigenous students living away from home.
 - (ii) Demonstrated understanding of the responsibility involved in the duty of care of students, staff and MITS property while maintaining confidentiality and adherence to privacy principles.
 - (iii) Demonstrated personal resilience, including the ability to work in a demanding role, often outside of normal hours, and to manage stress effectively.
- (c) Skills and Attributes
 - (i) **(strategic)** demonstrates capacity to develop and implement solutions that effectively address strategic and operational objectives within a not-for-profit environment.
 - (ii) **(administration and organisation)** highly organised regarding day-to-day routine and detail with effective administration skills with a sound knowledge of relevant software. Demonstrates the capacity for self-motivation and initiative in goal-setting, prioritising work and managing multiple tasks.
 - (iii) **(communication)** outstanding verbal and written communication skills to communicate effectively with a variety of people, including students, their families, Melbourne Families, Partner Schools (where relevant) and other MITS staff.

6.2 Desirable Experience, Attributes and Skills

- (a) Demonstrated experience in an environment which includes female residential students.
- (b) Experience teaching or coaching young people is desirable but not essential.

6.3 Specific Requirements

The incumbent must acquire and maintain:

- (a) current Working with Children Check;
- (b) Diploma in Residential Care facilitated through Australian Boarding Schools Association (or be willing and able to obtain);
- (a) current light rigid vehicle Driver's Licence and Taxi Directorate Certification (or be willing and able to obtain); and

- (b) other training as required from time to time by the Head of Boarding in order to meet the pastoral, administrative and operational needs of the position.

7 Important Information

7.1 MITS values

All MITS staff and volunteers are required to demonstrate a commitment to supporting MITS students to enable their successful and confident transition from home communities to Melbourne schools. The fostering of a safe and inclusive community, based on MITS values of respect, courage, culture, and care is the responsibility of all staff.

7.2 Reference checks and Working With Children Check

Appointment to MITS is subject to reference checks and a Working with Children Check.

7.3 Child Safety

MITS assures the right of every student and staff member to a safe environment. In particular, MITS is committed to child safety and adheres to the Child Safe Standards through its Child Safe Policy. Each MITS staff member and volunteer is required to sign and act in accordance with MITS's Child Safety Code of Conduct.

The Boarding House Manager must ensure that they act in accordance with MITS's Child Safe Policy and Child Safety Code of Conduct. The Boarding House Manager must also ensure that all boarding employees and volunteers, but particularly new employees and volunteers, understand MITS's commitment to child safety and act in accordance with MITS's Child Safe Policy and Child Safety Code of Conduct.

The Boarding House Manager is responsible for receiving and managing allegations or disclosures of child abuse, responding appropriately to children who make or are affected by allegations of child abuse, ensuring compliance with the Child Safe Standards and MITS's Policy, in each case as they relate to the Boarding House.

The Boarding House Manager does not require any particular qualification, experience, or attributes in relation to child safety, but is encouraged to seek out training and professional development opportunities in relation to child safety.

7.4 Work Health & Safety Requirements

The Boarding House Manager must:

- (a) contribute to safe work practices and a healthy environment for all staff, students, and visitors; and
- (b) take reasonable care for their own health and safety while taking reasonable care that their actions or omissions do not adversely affect the health and safety of other persons.