

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Program Manager, Level 2
Division:	Community Services
Reports to:	Area Manager, Regional Leader, State Leader or State Director

Position Purpose:	<p>Responsible for leading, managing and developing a diverse team within The Northern Territory.</p> <p>The Program Manager is responsible for ensuring the effective and regular provision of line management of service delivery staff, and regular supervision as per the Mission Australia Supervision Policy.</p> <p>The Program Manager is accountable for performance of the service/s and reporting on service outcomes and works under limited direction from the Area Manager.</p> <p>The role is responsible for developing and maintaining effective working relationships with key stakeholders across the region.</p>
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Position Requirements (What are the key activities for the role?)

<p>Key Result Area 1</p>	<p>Program Management</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Lead the team to deliver programs to clients, as per the operating procedure. • Coordinate service delivery to achieve the compliant, planned client outcomes, operate within funding guidelines, quality frameworks and organisational policies. • Influence operational activities through contribution to service development and improvement via strategic and continuous improvement initiatives. • Influence operational procedures by developing work practices, methodology, planning and provide advice on policy. • Meet program targets, compliance and KPIs. • Conduct self-assessment and audit activities. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Appropriate leadership is provided to ensure delivery of services in line with agreed policy, operating procedures and guidelines. • Service commitments are delivered and required client outcomes are achieved. • Service operates in compliance and within funding guidelines, quality frameworks and Mission Australia procedure. • Significant contribution is made to continuous improvement of the service. • Program is compliant across all areas of assessment.
<p>Key Result Area 2</p>	<p>Relationship Management</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Work with Program Managers to ensure the full range of Mission Australia services is available to clients. • Work with Program Managers to achieve consistency in the quality of delivered programs, sharing ideas, knowledge and experience on service improvement. • Develop and maintain relationships with other key internal stakeholders including the Practice Leadership Team, HR and Finance. • Develop and maintain relationships with external stakeholders and influencers in the community where service delivery occurs. • Contribute to Mission Australia projects, programs and activities by providing specialist advice, support and assistance. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Collaborative relationships with other Program Manager within their community is developed and maintained. • Collaborative relationships with other key internal stakeholders are developed and maintained. • Collaborative relationships with key external stakeholders are developed and maintained. • Demonstrates willingness to contribute ideas to other Mission Australia objectives. • Information is shared with team, internal and external stakeholders.
<p>Key Result Area 3</p>	<p>People and Performance Management</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Accountable for leading the team and the effective management and development of direct reports. • Ensure all employees hold current relevant qualifications to meet contractual terms, and record keeping is kept up to date. • Conduct performance reviews and evaluations with encouragement and 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Team leadership is demonstrated and effective management and development of direct reports occurs. • All employees hold the required qualifications and records are current. • Performance reviews and evaluations are conducted and developmental coaching or counselling occurs.

<p>developmental coaching and counselling as required. Identify and support staff training and development needs.</p> <ul style="list-style-type: none"> Respond to and manage employee grievances, and undertaking disciplinary processes in line with Mission Australia Policy and Procedure. Recruit and select new and replacement staff as necessary in line with Mission Australia Policy and procedures. Onboard, induct and train new and existing members of staff to ensure appropriate organisational knowledge, work practices and internal and external policies and procedures is understood. Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures operation of the service is compliant with those terms and conditions. Ensure employee data and information is up to date, accurate and held securely. Coordinate and manage volunteers. Manage employee leave entitlements effectively. 	<ul style="list-style-type: none"> Training and development needs are identified and staff supported to access opportunities. Grievances are addressed and disciplinary action taken promptly in accordance with Mission Australia Policy and Procedure. Recruitment, selection of new and replacement staff is carried out in line with Mission Australia policies and procedures. Employees are thoroughly inducted, onboarded and trained and demonstrate appropriate knowledge, work practices and policies and procedures. All new employees complete on-line Induction modules 28 days from commencement. Employees demonstrate knowledge and understanding of policies and procedures. Demonstrated understanding of relevant Enterprise Agreement or Award applicable to the service, and service is compliant with these. Employees are correctly paid, rosters reflect the provisions of the relevant Enterprise Agreement or Award and accurate data submitted to Payroll on time. Employee data is current, accurate and secure. Leave entitlements are managed appropriately and balances are within agreed levels. Volunteers are co-ordinated and supervised.
<p>Key Result Area 4</p>	<p>Finance and Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> Financial management including compliance with Program budgets and authorisation of Program expenditure. Provide timely and accurate service reports as required. Provide timely feedback to the Area Manager or Regional Leader on risks, issues and opportunities. Assist with or prepare budgets as required. 	<ul style="list-style-type: none"> Program is compliant with budgets, expenditure within authorised limits. Timely and accurate reports on the service are provided as required. Timely feedback is provided to Area Manager or Regional Leader on risks, issues and opportunities. Assistance is provided to prepare program budgets as required.

Employees may be required to perform other reasonable duties as requested or work to complete specific KRAs to meet program compliance, funder or Mission Australia requirements.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors.

- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety.
- Acquire and keep up to date knowledge of work health and safety matters.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Leadership

- Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia.
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly.
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs.
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.
- Fosters an environment that focuses on client outcomes and satisfaction.

Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant degree with experience or associate diploma with significant management experience.
- Strong people management skills and knowledge, with substantial experience in leading and managing paid and volunteer teams in a complex service delivery setting.
- Demonstrated ability to deliver service outcomes on time and compliant with funding requirements.
- Highly developed communication, coaching, negotiation and problem-solving skills

- Strong interpersonal skills with demonstrated ability to develop and maintain effective relationships with stakeholders.
- Previous experience in budget and financial management.
- Demonstrated interest in community and social outcomes.
- Excellent customer service skills and the ability to apply initiative and problem solve.
- A flexible and adaptable working style with the capacity to change focus and direction swiftly.
- Excellent organizational and time management skills.
- Experience of planning and implementing Continuous Improvement initiatives.
- Good knowledge of current office technology systems and equipment including packages such as the Microsoft Office Suite

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

Key challenges of the role

- To deliver programs that are contractually compliant, meet all funding KPI's and are within budget.
- May manage multiple programs across different locations.
- May be responsible for the delivery of program/s across a 24/7 roster and required to be on call.

Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Driver's Licence
- Other (prescribe) _____

Approval Michael Soler

01 March 2021

Manager name

Approval date