

## 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:	To reduce homelessness and strengthen communities across Australia.

## Position Details:

Position Title:	Program Manager
Classification:	Program Manager
Level:	Level 2
Function:	Service Delivery
Reports to:	Area Manager, Regional Leader, State Leader or State Director
Position Purpose:	<p>Generally responsible for leading, managing and developing a mid-size team between 11- 15 employees to deliver high quality and contractually compliant services to clients in a local community.</p> <p>Where required by specific programs, the Program Manager is responsible for ensuring the effective and regular provision of line management or administrative supervision, practice and clinical supervision of service delivery staff within Mission Australia as per the Mission Australia Supervision Policy.</p> <p>The Program Manager is usually accountable for reporting on service outcomes of up to 3 programs with an operating budget of up to \$2,500,000. The Programs may be in a Metropolitan or Regional (Non Remote) area. To determine whether the role is remote or non remote please refer to Dr Connect <a href="http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator">http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator</a></p> <p>Programs managed at this level have moderate to high compliance and support needs, as well as a Moderate to High risk profile (level of complexity).</p> <p>The Program Manager will work under the limited direction of an Area Manager or Regional Leader to ensure the performance of the service and reporting on service outcomes.</p>

A Program Manager Level 2 is responsible for developing and maintaining effective working relationships with key stakeholders in the local community where service occurs.

**Position Requirements (What are the key activities for the role?)**

<b>Key Result Area 1</b>	<b>Program Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Lead the local team in the delivery of program requirements to clients, as per the agreed operating procedures and guidelines.</li> <li>• Responsible for the co-ordination of delivery of the service commitments in order to achieve the required client outcomes, operate in a compliant manner, operate within the funding guidelines, Quality frameworks and Mission Australia policy and procedures.</li> <li>• Influence the operational activities by contributing to the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.</li> <li>• Influence the operational procedures by developing work practices and procedures, methodology, plan and provide advice on policy matters.</li> <li>• Meet all program targets, compliance and KPIs.</li> <li>• Conduct Self – Audit activities as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate leadership is provided to the local teams to ensure the delivery of the program is in line with agreed policy, operating procedures and guidelines.</li> <li>• Service commitments are delivered and required client outcomes are achieved.</li> <li>• Service operates in a compliant manner and within funding guidelines, Quality frameworks and Mission Australia policies and procedures.</li> <li>• Contribution is made to the on-going development and improvement of the service.</li> <li>• Program is compliant across all areas of assessment.</li> </ul>
<b>Key Result Area 2</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Work with other Program Managers within their community to ensure the full range of Mission Australia services is available to clients.</li> <li>• Work with other Program Managers within or outside their geographic area/ region to achieve consistency in the quality of delivery of like programs and to share ideas, knowledge and experience on how to improve the service.</li> <li>• Develop and maintains relationships with other key internal stakeholders including the Practice Leadership Team, Human Resources and Finance.</li> <li>• Develop and maintain relationships with</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative relationships with other Program Manager within their community is developed and maintained.</li> <li>• Collaborative relationships with other key internal stakeholders are developed and maintained.</li> <li>• Collaborative relationships with key external stakeholders are developed and maintained.</li> <li>• Demonstrates willingness to contribute ideas to other Mission Australia objectives.</li> <li>• Information is shared with team, internal and external stakeholders.</li> </ul>

<p>external relationships including key stakeholders and influencers in the local community where service delivery occurs.</p> <ul style="list-style-type: none"> <li>• Contribute to Mission Australia projects, programs or activities by providing specialist advice or support advice and assistance.</li> </ul>	
<p><b>Key Result Area 3</b></p>	<p><b>People and Performance Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports.</li> <li>• Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required.</li> <li>• Identify and support staff training and development needs.</li> <li>• Respond to and manage employee grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure.</li> <li>• Undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia Policy and procedures.</li> <li>• Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures is understood.</li> <li>• Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award.</li> <li>• Ensures that employee data and information is up to date and accurate.</li> <li>• Co-ordinate and manage volunteers where required.</li> <li>• Manage employee leave entitlements effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership of the team is provided and effective people management and development of direct reports occurs.</li> <li>• Ensure all employees hold current and relevant qualifications to meet contractual terms, and ensure qualifications are current and record keeping is kept up to date.</li> <li>• Program Manager conducts performance reviews and evaluations with encouragement and developmental coaching and counselling provided as required.</li> <li>• Training and development needs are identified and staff supported to access opportunities.</li> <li>• Program Manager promptly responds to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedure as required.</li> <li>• Actively, and in a timely manner undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia policies, guidelines and procedures.</li> <li>• New and existing members of staff thoroughly inducted and trained to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.</li> <li>• All new employees have completed on-line Induction modules within 28 days of commencement.</li> <li>• Employees demonstrate knowledge and understanding of policies and procedures.</li> <li>• Program Manager demonstrates understanding of the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise</li> </ul>

	<p>Agreement or Award.</p> <ul style="list-style-type: none"> <li>• Employees are paid correctly, rosters reflect the provisions of the relevant Enterprise Agreement or Award and data submitted to Payroll is accurate and on time.</li> <li>• Employee data and information is up to date and accurate and is submitted in a timely manner.</li> <li>• All leave entitlements are managed appropriately and balances are within agreed levels.</li> <li>• Volunteers are co-ordinated and supervised where required</li> </ul>
<b>Key Result Area 4</b>	<b>Finance and Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Financial management including compliance with Program budgets and authorisation of Program expenditure.</li> <li>• Providing timely and accurate reports on the service to the Area Manager or Regional Leader.</li> <li>• Providing timely feedback to the Area Manager or Regional Leader on risks, issues and opportunities.</li> <li>• Assist with or prepare budgets as required.</li> </ul>	<ul style="list-style-type: none"> <li>• The program budget is compliant with Program budgets and expenditure is within authorised limits.</li> <li>• Timely and accurate reports on the service are provided as required.</li> <li>• Timely feedback is provided to Area Manager or Regional Leader on risks, issues and opportunities.</li> <li>• Assistance is provided to prepare program budgets as required.</li> </ul>

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

## Health and Safety

- 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.
- Acquires and keep up to date knowledge of 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.
- Actively participate in the Mission Australia leadership capability framework practising self-leadership, business/financial leadership, people leadership and community leadership.
- 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 all Mission Australia policies and practices
- 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 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
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

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

- Substantial experience in leading and managing teams in a complex service delivery setting.
- Relevant degree with experience or associate diploma with substantial experience.
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements.
- Demonstrated ability to develop and maintain effective relationships with key stakeholders.
- Previous experience in budget and financial management.
- Strong interpersonal and communication skills.
- Demonstrated interest in community and social outcomes.
- A personal alignment with the values of Mission Australia.

### 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.
- High level interpersonal skills are required to resolve issues, develop and motivate employees.

## Position Description |

- 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 by identifying risks, issues and opportunities.
- Demonstrated strong leadership skills, specialist skills with effective change management capabilities exercised within either a multi-disciplinary or single function operation.
- Understanding of effective employee management techniques and human resources practices.
- Ability to assist or prepare budgets, establish practice and procedures, structures and functions.

### Key challenges of the role

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

### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

### Approval

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Mandy Varley

April 2019

Group Manager – Human Resources and Employee Relations