

Position Details

Position title	Program Manager
Group	Service Delivery

Position summary

Responsible for Managing Programs and supporting Program Staff across a defined geographic Region. Liaising with multiple stakeholders across the Region to ensure the Service Delivery Teams are supported and resourced to effectively deliver programs to vulnerable clients and ensuring contractual obligations are achieved.

Organisation information

Mission Australia Founding Purpose:

“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)

Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

Mission Australia Vision:

Pathways for life. Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.

Our Core Values: Compassion, Integrity, Respect, Perseverance, Celebration

Our Mission:

Walking alongside those in need, we help them to discover

- Pathways to strong families and healthy, happy children
- Pathways through a successful youth
- Pathways away from homelessness
- Pathways for life and work-ready skills
- Pathways to sustainable employment

Reporting lines and stakeholder relationships

- The Program Manager reports directly to the Area Manager / Regional Leader.
- Direct reports to the Program Manager are Service Delivery Staff across the Central & Far West Region.
- Works with the Area Manager within the Region to drive consistency in the delivery of programs and to share ideas, knowledge and experience.
- Internal relationships including direct liaisons with Program Managers & Case Workers within the Region.
- External relationships include state and local government, funder stakeholders & Community stakeholders.

Position responsibilities**Primary responsibilities:**

- Coordinate the allocation of case loads and clients to service delivery staff to ensure effective distribution & monitor and support the progress of caseloads to ensure effective case management and outcomes are achieved.
- Ensure compliance with the funding requirements, and provide advice and expertise on its application.
- Facilitate the development of partnerships between justice and human service agencies, and non-government stakeholders to improve cross-agency service delivery.
- Maintain high quality reporting requirements as per the funding contracts to ensure all Programs are compliant with guidelines.
- Maintain and oversee compliance to a range of service and site budgets to ensure adherence and effective spending.
- Induct and train new and existing service delivery staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures. Access and consult with Mission Australia's People Team to assist with 'on boarding' procedures and other people-related matters.
- Undertake staff supervision, motivation and support including strong, timely and accurate communication through regular meetings to disseminate information from management and other parts of the organization.
- Conduct performance evaluations and annual reviews with encouragement and counseling as required.
- Identify staff development and training needs and take appropriate action.
- Respond to staff grievances and undertake disciplinary action in conjunction with HR as required
- Undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion, in line with MA's policy and procedural guidelines.
- Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with internal policies and procedures related to WHS and Workers Compensation by engaging in consultation with staff, elected WHS representatives or workgroups to ensure risk management planning, incident reporting and management and safe work practices are implemented.
- Provide intervention support to clients and consultants where there is a breakdown in the relationship or difficulty in reaching desired outcomes.
- Contribute to the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.

Other responsibilities:

- Provides feedback to the Area Manager / Regional Leader on the implementation of specific programs within isolated communities.
 - Works with the Standards, Innovation & Practice team and the Area Manager / Regional Leader or State Leader/State Director to drive continuous improvement in how area services are offered.
 - Works with the Area Manager / Regional Leader to ensure all programs have Quality and Compliance to ensure compliance of services delivered.
-

Mission Australia Competencies

The Program Manager will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected behaviours
Is accountable	<ul style="list-style-type: none"> • Demonstrates accountability for own actions; delivers what is promised • Escalates issues appropriately and early • Exhibits honesty and integrity • Adheres to disciplines of tracking targets and consequence management within own team
Works and collaborates with others	<ul style="list-style-type: none"> • Proactively offers assistance in achieving mutually beneficial outcomes • Involves others, shares information and ensures people are kept informed of progress, changes and issues
Builds sustainable relationships	<ul style="list-style-type: none"> • Develops, builds and maintains internal and external relationships to ensure strategy is achieved • Role models respect and collaboration to maximise opportunities and organisation outcomes • Seeks opportunities to partner and transfer knowledge across a broad network
Deals with ambiguity and complexity	<ul style="list-style-type: none"> • Identifies risks, issues and opportunities and escalates in accordance with procedure • Assesses information and involves others in finding a solution • Communicates progress to teams
Inspires a sense of purpose and direction	<ul style="list-style-type: none"> • Fosters an environment that focuses on client satisfaction and results • Leads by example with Mission Australia values • Advocates on behalf of the client; takes the client's perspective into consideration
Communicates Effectively	<ul style="list-style-type: none"> • Presents information, decisions and reasons clearly and concisely • Applies active listening to gather relevant information • Communicates plans, team progress and issues to team in a timely manner

Knowledge, skills and experience

- Demonstrated understanding of the delivery of case management to disadvantaged clients.
- Demonstrated ability to develop and co-ordinate service delivery across a defined geographic region.
- Tertiary Qualification and /or relevant experience in the human services industry.
- Excellent Oral and Written Communication Skills
- Demonstrated project management skills and experience.
- Relationship management skills with the ability to facilitate and negotiate across sectors (public, private or community) in delivering multi-party initiatives.
- Demonstrated ability to prepare clear, concise and high level written advice and recommendations.
- Demonstrated understanding of, and sensitivity to, the needs of disadvantaged communities.
- Current Drivers Licence.
- A personal alignment with the values of Mission Australia.