

PROGRAM MANAGER

FAMILY & COMMUNITY SERVICES

WESTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.



Position details

Position Title	Program Manager
Program	Family & Community Services
Classification	An attractive remuneration package commensurate with the seniority of this position, including salary packaging, will be negotiated with the successful applicant.
Engagement	Full Time
Hours per week	Full-time (38 hours per week)
Duration	Ongoing
Fixed term end date	Not Applicable
Location	The incumbent will be based at one of our western region metropolitan offices and may be required to work at key service sites, including Werribee, Sunshine and Yarraville.
Reporting Relationship	This position is accountable to the Western Regional Director
Effective date	May 2022

Overview of program

Anglicare Victoria offers a comprehensive network of services to young people, children and their families/caregivers living across Victoria. At Anglicare Victoria, our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We seek to ensure the provision of high-quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

We strive to create an environment where employees feel valued and rewarded. By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

Anglicare Victoria requires that staff commit to continuing to develop their cultural competence. Anglicare Victoria is committed to equal opportunity and improved outcomes for Aboriginal peoples. Anglicare Victoria is committed to developing an official Reconciliation Action Plan that bears the Reconciliation Action Trademark.

The Program Manager of Family & Community Services is responsible for and oversees a number of services within the Western Region, including but not limited to Integrated Family Services and Community Services.

Program Managers are also members of the Anglicare Victoria Senior Management Group.

Position Objectives

List the Key Deliverables/Objectives of the worker.

1.	Provide high-level leadership for all staff, volunteers and partner agencies within the program.
2.	Ensure that all service standards and targets are met and that appropriate processes are in place to enable continuous improvement of services.
3.	Development of program budgets and business plans; and ensuring business plan objectives and budget targets are achieved.
4.	Ensure implementation of organisational policy, standards and procedures.

Key responsibilities

The key responsibilities include but are not limited to:

1.	Provide high-level pro-active leadership and support to this program area
2.	Participate in the development, implementation and evaluation of an annual Program Business Plan, which is designed to align with the goals outlined within Anglicare Victoria's Strategic Plan.
3.	Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program.
4.	Under the direction of the Regional Director and in consultation with the Quality Manager, actively explore opportunities for continual improvement of service standards, organisational processes and practices within the program.
5.	Ensure accurate interpretation and implementation of organisational policy. Nurture a positive, stimulating and high performing team environment characterised by cooperation and willingness to work toward organisational objectives.
6.	Actively recruit, supervise and professionally develop team leader staff. Provide support and regular direction through supervision to Team Leaders. Facilitate the maintenance of a strong and appropriately focused culture that supports creativity, innovation and effective working partnerships.
7.	Actively participate in the Western Region's leadership team and contribute to the culture and development of the management group. Effectively oversee, consult and implement 'change' where required.

Key Selection Criteria

What you are looking for in your successful applicant in terms of non-negotiable qualifications or experience:

 Role Specific	<ol style="list-style-type: none">1. Tertiary qualifications, preferably in social sciences and/or management with substantial relevant experience.2. Highly developed communications skills and an ability to work collaboratively with internal and external stakeholders.3. Demonstrated ability in leading, managing, developing and motivating staff; and in creating a workplace culture based on cooperation, teamwork and shared pursuit of organisational objectives.4. Demonstrated comprehensive understanding and experience in the human service delivery system, with particular reference to Family and Community Services.5. Demonstrated experience in the planning, development and management of human services. Managing change in a complex environment effectively and with sensitivity.6. Demonstrated experience in representing an organisation's interests publicly and building appropriate relationships with government, other organisations and key stakeholders.7. Demonstrated understanding and commitment to the principles of social justice (equity, access, participation and rights); and specifically, an understanding of the mission and aims of Anglicare Victoria.
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Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse. As a senior manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six-month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.
- In line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
