
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Client Services

Anglicare Victoria (AV) services include a broad range of Family Services, OOH Placement & Support and Community programs which provide specialist support to disadvantaged and at-risk children/young people, families, and individuals. Client Services at AV leads the growth and development of services to ensure our clients are at the centre of everything we do. Supporting the day-to-day operations, working across the wider organisation or within specific areas or region as required to develop capability, problem solve and manage operational risks through providing leadership, governance, strategic planning, and support to achieve our strategic and operational commitments.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Client Services
Program:	Client Services
Reports To:	Regional Director, Director or similar
Direct Reports:	Team Leaders and Auxiliary roles
Internal Stakeholders:	Executive Group, Managers and Employees
External Stakeholders:	DFFH, Strategic Partners, Government, Community Groups
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification in Social Work, Psychology, Sociology, or related behavioural sciences at degree level.
- Victorian Driver's License.

Desirable:

- N/A

Knowledge and skills

- A sound understanding and experience in the Human Services delivery system. i.e., statutory OOHC services, family services, community services and/or youth services etc.
- Experience in leading, managing, and motivating teams and individuals, including creating a workplace that supports inclusion, wellbeing, collaboration, and continuous improvement.
- Demonstrated ability to plan, develop and manage service delivery in line with government and contractual requirements, performance against targets expectations and managing internal and external stakeholders.
- Managing and negotiating appropriate outcomes in complex situations.
- Ability to review data, analysis trends and issues, develop case studies to support understanding and change to support ongoing improvements in line with broader organisations objectives.
- Management of large budget and associated financial management in respect to program requirements.
- Experience in tender input, implementing new programs/services and/or supporting new business development opportunities would be highly desirable.
- Experience in representing the interests of the organisation publicly, with government stakeholders and building appropriate relationships to support positive change and address issues.
- Experience in foreseeing, managing, and resolving service issues including, financial, policy, contractual and human resource issues at a local level in line with organisational policies, standards, and expectations.
- Ability to lead, advocate for and promote best practice in service delivery.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels.
- Highly developed skills in report writing, record keeping, and other computer skills, including Microsoft applications.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education and creating space for others to develop and grow.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.

Position Title: Program Manager

Position Number/Version: CS SM ICB 052023 V1.1

Approver: Director People and Culture

Date: May 2023

- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Contribute to the development of project and business plans that will bring about the achievement of Anglicare Victoria's Strategic Directions, quality service outputs and outcomes.
- Take a lead role in planning, facilitating, implementing, and reporting progress against the current projects and/or business plan/s.
- Identify and implement opportunities for service development and advancement of strategic projects in-line with regional and/or organisational projects, ensuring alignment and communicating across the organisation as appropriate, to leverage capability in order to impact in a positive and effective manner.
- Work with the relevant Director or General Manager who is assigned responsibility for leading the development of submissions / tenders, both within regions, service streams and across the broader organisation to develop and deliver high quality inputs as assigned for the organisation's submission.
- Identify and progress opportunities to expand operations through the development of strategic partnerships and engagement with external stakeholders, partners and/or networks, as agreed, recognising local partners and organisational partners, and ensuring information is shared as appropriate.
- Lead the operational implementation of trials, pilots, new models of service delivery or approved improvements or innovations to support our mission.
- Lead and/or participate in the consultation, development, planning, delivery, evaluation, and review of organisational projects and initiatives.
- Responsibility for performance tracking, outcomes, evaluation, data reporting and analytics across the organisation, region, service stream or trial, in particular if working within a Region Family Services and Out of Home Care.
- Ensure Regional and Organisational Program Profiles are regularly reviewed and updated.
- Promote the development of a positive organisational and workplace culture in-line with the principles of the organisation and the expectations of Anglicare's Strategic Plan.

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates, and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiatives strategies.

- Embrace and use new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Our Commitment to Health, Safety & Wellbeing

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

All AV Senior Managers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- drive and implement all workplace health and safety policies and procedures within your area of responsibility.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

If identified as a designated site manager, ensure appropriate emergency management plans are in place, including appropriate skilled employees to meet the minimum requirements of our emergency management response and first aid requirements and emergency evacuation drills are completed in line with requirements outlined in AV procedures and lessons learnt are taken on-board to strengthen future responses.

Our Commitment to Inclusion

AV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQA+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

Senior Managers are to:

- identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc
- participate in the development and implementation of inclusion events and strategies
- role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Our Commitment to 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.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years,
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.