

## PROGRAM MANAGER

## POSITION DESCRIPTION

## KEEP EMBRACING YOUR SUCCESS (KEYS)

## SOUTH

**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.

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.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Keep Embracing Your Success (KEYS) Program Manager
<b>Program</b>	KEYS
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	30 <sup>th</sup> May 2020
<b>Location</b>	The incumbent will be based at Dandenong and is expected to work at key service sites across the Southern Region
<b>Reporting Relationship</b>	This position reports directly to the Regional Director - South
<b>Effective date</b>	August 2019

## Overview of program

Anglicare Victoria, in conjunction with Mind Australia and Monash Health are excited to be delivering a new Keep Embracing Your Success (KEYS) for young people aged 13 – 16 years who experience complex emotional and behavioural difficulties and are currently in, or are likely to be placed in, residential care.

KEYS is a transitional model, with placement duration ranging from 6 – 18 months. KEYS will take a new approach to working with highly vulnerable young people, who will receive a range of support, treatment and other therapeutic interventions and be actively assisted and supported to transition into a form of home-based care, or move directly to independent living.

KEYS will be delivered from two sites, one in Dandenong and one in Noble Park. Each site will work with eight young people at any given time, with four young people living in an KEYS house and four who have transitioned through the live-in component of the service to home based care arrangements or independent living.

Implementation of KEYS will be underpinned by the following principles:

- A positive and aspirational culture
- A consistently applied theoretical framework
- Comprehensive assessment and planning
- Individualised holistic assessment and tailored therapeutic treatment and care plans.
- Connection to culture, family, community and land for Aboriginal young people
- Culturally informed practice
- Family inclusion
- Interdisciplinary collaboration
- A teaching and learning
- A physical environment
- Access to education and/or vocational training.
- Planned and supported transitions into and out of the service.

Program Managers are members of the Anglicare Victoria Senior Management Group. This position is classified as a Program Manager Band 2 as it manages a particularly complex program area with related budget and high risk service profile and these programs require a high level of operational management and leadership in order to minimise risks and maximise outcomes.

## Position Objective

1.	The Program Manager of KEYS is responsible for and oversees the KEYS program in the Southern Region and will oversee and manage the leadership team to ensure the service enables positive and forward looking outcomes to be achieved for children / young people who are being accommodated within the Keep Embracing Your Success (8 young people) and in an outreach capacity (up to 8 young people).
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## Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	Provide high level leadership for all staff, volunteers and partner agencies within the program.
2.	Ensure all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services.
3.	Develop 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
5.	Oversee the Governance Group and ensue all partners have equal input to the development of the new model.
6.	In consultation with the Quality Manager, ensure that services within the Program/s meet the quality requirements and service targets specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation.
7.	Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program.

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

 <p><b>Role Specific</b></p>	1. Tertiary qualifications, preferably in social sciences and/or management
	2. A comprehensive understanding and experience in the human service delivery system, with particular reference to Child Protection, Out of Home Care, and relevant theoretical frameworks and evidence based models relating to children and young people in the residential care system
	3. Representing the interests of the organisation publicly and building appropriate relationships with government, other organizations and key stakeholders.
	4. Ability to lead, manage and motivate staff and create a workplace culture based on cooperation, teamwork and common pursuit of organizational objectives.
	5. Commitment to social justice principles, and specifically to the mission and aims of Anglicare Victoria

## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

## 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, a current Driver's License and Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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