

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our 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.

### Position Details:

Position Title:	Program Manager Level 1
Division:	Service Delivery
Reports to:	Area Manager or Regional Leader
Position Purpose:	Responsible for supervising a small team to deliver high quality and contractually compliant services to clients in a local community. The Program Manager is accountable for working with the Area Manager to ensure the performance of the service and reporting on service outcomes. Develops and maintains effective working relationships with key stakeholders in the local community where service occurs.

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

Key Result Area 1	Program Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Provides supervision to 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 and operate within the funding guidelines.</li> <li>Contribute to the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Supervision is provided in line with agreed operating procedures and guidelines.</li> <li>Service commitments are delivered and required client outcomes are achieved within contract terms.</li> <li>Service operates in a compliant manner and within funding guidelines.</li> <li>Contribution is made to the on-going development and improvement of the service.</li> </ul>

Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Work with other Program Managers within their community to ensure the full range of Mission Australia services on offer is available to clients.</li> <li>• Work with other Program Managers within 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>• Develops and maintains relationships with other key internal stakeholders include Practice Leadership Team, HR and Finance resources.</li> <li>• Develop and maintain relationships with external relationships include key stakeholders and influencers in the local community where service delivery occurs</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative relationships with other Program Managers 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> </ul>
Key Result Area 3	People Supervision
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Offer training and development to staff to improve their ability to manage case loads and achieve client outcomes.</li> <li>• Conduct regular case reviews to support best practice in case work and monitor case plan achievement</li> <li>• Conduct staff meetings and development activities for the team.</li> <li>• Contribute to staff performance discussions and development planning activities in conjunction with the Area Manager.</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.</li> <li>• In conjunction with the Area Manager, respond to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedure.</li> <li>• In conjunction with the Area Manager ,</li> </ul>	<ul style="list-style-type: none"> <li>• Training and development is offered to staff to improve their ability to manage case loads and achieve client outcomes.</li> <li>• Ensure all staff have relevant qualifications to meet contract terms</li> <li>• Regular case reviews to support best practice in case work and monitor case plan achievement are conducted.</li> <li>• Staff meetings and development activities for the team are conducted.</li> <li>• Contribution is made to staff performance discussions and development planning activities in collaboratively with the Area Manager.</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>• Program Manager works in collaboratively with the Area Manager, to respond to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedure.</li> </ul>

<p>undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures</p> <ul style="list-style-type: none"> <li>• Ensure that employee data and information is up to date and accurate, in conjunction with the Area Manager</li> <li>• Co-ordinate and supervise volunteers where required</li> </ul>	<ul style="list-style-type: none"> <li>• Program Manager works in collaboratively with the Area Manager to undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures</li> <li>• Employee data and information is up to date and accurate, in collaboratively with the Area Manager</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>• Providing timely and accurate reports on the service to the Area Manager [or Regional Leader].</li> <li>• Monitor budget income and expenditure to ensure budget compliance.</li> <li>• Providing timely feedback to the Area Manager [or Regional Leader] on risks, issues and opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate reports on the service are provided as required.</li> <li>• Budget income and expenditure is monitored and complaint</li> <li>• Timely feedback is provided to Area Manager [or Regional Leader] on risks, issues and opportunities.</li> </ul>

***Note-The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.***

## Work Health and Safety

People leaders must:

- 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
- To acquire and keep up to date knowledge of work 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
- 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.

## 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 Mission Australia policies and practices (EG: financial, HR, etc.);
- 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 Work 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

- Relevant degree or qualification
- Demonstrated experience in staff supervision of a service delivery team
- 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
- Experience in budget and financial management
- Strong interpersonal and communication skills
- Demonstrated interest in community and social outcomes
- Current Drivers Licence
- 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.
- 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.

### Position Description |

- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

### Key challenges of the role

- To deliver a service that is contractual compliant, meets all funding KPI's and is within budget
- May be responsible for the delivery of a program across a 24/7 roster and be required to be oncall |

### 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

Manager name

Approval date