

**Service Delivery: Program Manager (Category 1)**

**Position Description**

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| Program Manager: (Category 1) |  |
| Service Delivery |  |

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| Position summary |  |
| 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. Provides direct case work and support to clients as required.  |

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| 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, CelebrationOur 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
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| Reporting lines and stakeholder relationships |
| * The Program Manager reports directly to the Area Manager or Regional Leader.
* The Program Manager provides supervision to the service delivery team members.
* Works with other Program Managers within their community to ensure the full range of MA services on offer are available to clients.
* Works 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.
* Supported with program advice, tools and resources by the Standards, Innovation & Practice group.
* Supported by HR and Finance resources.
* External relationships include key stakeholders and influencers in the local community where service delivery occurs.
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| Position responsibilities |
| **Primary responsibilities:*** Provides supervision to the local team in the delivery of program requirements to clients, as per the agreed operating procedures and guidelines.
* 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.
* Contribute to the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.
* Provide direct provision of case work, counselling and group work facilitation to clients and/ or develop and implement health prevention strategies as required.

**People Supervision*** Offer training and development to staff to improve their ability to manage case loads and achieve client outcomes.
* Conduct regular case reviews to support best practice in case work and monitor case plan achievement
* Conduct staff meetings and development activities for the team.
* Contribute to staff performance discussions and development planning activities in conjunction with the Area Manager.
* 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.
* In conjunction with the Area Manager, respond to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedure.
* In conjunction with the Area Manager , 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
* Ensure that employee data and information is up to date and accurate, in conjunction with the Area Manager
* Co-ordinate and supervise volunteers where required.

**Financial Management and Administration*** Providing timely and accurate reports on the service to the Area Manager [or Regional Leader].
* Monitor budget income and expenditure to ensure budget compliance.
* Providing timely feedback to the Area Manager [or Regional Leader] on risks, issues and opportunities.

**Work Health & Safety (WHS)*** Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with WHS requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented.
* Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the health, safety and welfare of employees, volunteers and clients at Mission Australia.
* Be accountable for the health, safety and well-being of staff by demonstrating compliance with internal policies and procedures related to WHS and Workers Compensation.  Engage in consultation with staff, elected WHS representatives or workgroups to ensure that risk management planning, incident management, and safe work practices are implemented to mitigate risk to staff, clients, volunteers and members of the public.  Minimise the financial burden of workplace injury by promoting early return to work which will reduce the duration of claims and workers compensation premium costs.

**Other responsibilities:*** 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.);
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by Mission Australia in relation to Occupational Health and Safety.
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Mission Australia Competencies**

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

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| **Competency** | **Expected behaviours** |
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| Achieves Results | * Adheres to and works within processes and systems to ensure efficient delivery
* Asks for help when needed; works through issues with managers
* Demonstrates courage in leadership to confront issues and risks
* Is action oriented
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| Is accountable | * Demonstrates accountability for own actions; delivers what is promised
* Escalates issues appropriately and early
* Exhibits honesty and integrity
* Adheres to disciplines of tracking targets & consequence management within own team
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| Works and collaborates with others | * Proactively offers assistance in achieving mutually beneficial outcomes
* Involves others, shares information and ensures people are kept informed of progress, changes and issues
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| Builds sustainable relationships | * Develops, builds and maintains internal and external relationships to ensure strategy is achieved
* Role models respect and collaboration to maximise opportunities and organisation outcomes
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| Deals with ambiguity and complexity | * Identifies risks, issues and opportunities and escalates in accordance with procedure
* Assesses information and involves others in finding a solution
* Communicates progress to teams
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| Inspires a sense of purpose and direction | * 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.
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| Communicates Effectively | * Presents information, decisions and reasons clearly and concisely
* Communicates plans, team progress and issues to team in a timely manner
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| Knowledge, skills and experience |
| * Relevant degree or qualification
* Minimum of three years’ experience in a Mental Health and/or Prevention/ Postvention Setting
* 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
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