

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 (Medium)
Division:	Service Delivery
Reports to:	Area Manager
Position Purpose:	Responsible for leading, managing and developing a mid-size team to deliver high quality and contractually compliant services to clients in a local community. The Program Manager is accountable for 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">Lead 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 within the funding guidelines.Ensure the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.	<ul style="list-style-type: none">The Program operates in a manner compliant with operating procedures and guidelines.The Program achieves all goals and standards as stipulated within the operating procedures and guidelines.Service collects and manages comprehensive data and information pertaining to clients, placements and outcomes to inform a continuous quality improvement approach.

Key Result Area 2	People Management and Performance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports. • Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required. • Identify and support staff training and development needs. • Respond to staff grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure. • Undertake recruitment, selection and induction of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures. • 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. • Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award. • Ensures that employee data and information is up to date and accurate • Co-ordinate and manage volunteers where required 	<ul style="list-style-type: none"> • Demonstrated active and collaborative relationship with staff as individuals and as teams, evidenced by individuals and teams exceeding targets and providing exemplary customer service; • Staff annual performance reviews are completed in a timely and professional manner; • Staff are provided with support and training to meet identified needs; • Staff grievances are responded to promptly and disciplinary process are conducted in line with Mission Australia policy and procedures • Recruitment, selection and induction process are carried out in accordance with Mission Australia policy and procedure. • Staff are 100% compliant with organisational, legislative and contractual obligations ensuring there are no critical breaches of policy or procedure; • Individuals meet their targets and KPI's as stipulated by Mission Australia; • Service is compliant and operates within the terms and conditions of the Enterprise Agreement or Award; • Correct staffing levels are maintained • Employee data and information is up to date and accurate; • Volunteers are managed as per Mission Australia policy and procedure.
Key Result Area 3	Finance Management and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Financial management including compliance with Program budgets and authorisation of Program expenditure. • Provides timely and accurate reports on the service to the Area Manager [or Regional Leader]. • Provides timely feedback to the Area Manager [or Regional Leader] on risks, issues and opportunities. 	<ul style="list-style-type: none"> • All financial requirements are completed within acceptable timeframes (i.e. invoicing, payments being received) and in accordance with Mission Australia policy and procedure. • The Program operates within budget. • Timely and accurate reports are provided as required to the Area Manager [or Regional Leader]. • Timely feedback on risks, issues and opportunities provided to Regional Leader.

Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop strong and collaborative working relationships with Program Managers within the local community to ensure a full range of MA services are available to clients. • Develop strong and collaborative working relationships with Program Managers to ensure consistency in the quality of delivery of like programs and the sharing of ideas, knowledge and experience. • Develop strong and collaborative working relationships with key internal stakeholders including CS National Practice Team, HR, Finance. • Develop strong and collaborative working relationships with key external stakeholders. 	<ul style="list-style-type: none"> • 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 CS National Practice Team and • Supported by HR and Finance resources. • External relationships are developed with key stakeholders and influencers in the local community where service delivery occurs.

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;

Position Description |

- 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 leading and managing a service delivery team
- Demonstrated ability to deliver service outcomes on time and in compliance with funding arrangements
- 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.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

Key challenges of the role

- The effective management and responsibility for a program/s across multiple sites, incorporating the complexity of interpreting contracts and guidelines, managing multiple budgets, and management of staff possibly in dispersed and/or remote locations.

Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

Approval

Manager name

Approval date