

PROGRAM MANAGER

FAMILY SERVICES

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

Position	Program Manager
Program	Family Services
Hours	Full Time
Hours per week	38
Duration	Ongoing
Fixed term end date	Enter date if applicable
Location	Southern Region
Reporting Relationship	This position reports directly to Regional Director
Effective date	March 2018

Overview of program

Anglicare Victoria offers a comprehensive network of services to young people, children and their families / caregivers living across Victoria. We seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families / caregivers with whom we work.

Anglicare Victoria requires that staff commit to continuing to develop their cultural competence. Anglicare Victoria is committed to equal opportunity and improved outcomes for Aboriginal peoples. Anglicare Victoria is committed to developing an official Reconciliation Action Plan that bears the Reconciliation Action Trademark.

The Program Manager of Family Services is responsible for and oversees the following program areas within the Southern Region, including but not limited to Integrated Family Services, Changing Futures and Rapid Response.

Position Objectives

1.	Provide high level leadership for all staff, volunteers and partner agencies within the program.
2.	Ensure that 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.

Key responsibilities

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


1.	Participate in the development, implement and evaluation of an annual Program Business Plan designed to realise and complement the goals of Anglicare Victoria's Strategic Plan.
2.	Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program.
3.	Recruit, supervise and professionally develop program staff and volunteers, and formally appraise their performance annually.
4.	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.
5.	In conjunction with the Regional Director and Development Manager, proactively manage risks including: service performance, outcomes, critical incident and complaints.
6.	Develop Program budgets in consultation with the Regional Director & Regional Accountant, in accordance with parameters set by Finance Department.
7.	Program Managers are key members of Anglicare Victoria's agency wide leadership team and will be required to undertake a key leadership role within the organization and participate actively in a range of internal and external Management & Practice forums.

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).

 Role Specific	1. A relevant tertiary qualification in administration, business, project management, planning and development, quality systems, human resource management at degree level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. A comprehensive understanding and experience in the human service delivery system, with particular reference to Integrated Family Services.
	3. Ability to lead, manage and motivate staff and create a workplace culture based on cooperation, teamwork and common pursuit of organizational objectives.
	4. Representing the interests of the organization publicly and building appropriate relationships with government, other organizations and key stakeholders
	5. Mediating and negotiating appropriate outcomes in complex work situations

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: _____

Signature: _____

Date: _____