

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Program Manager
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Program Manager
Level:	Level 1
Business Unit/Program:	Safe House, Mornington Island
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	Child & Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Foster a child and youth safe service environment in accordance with the <i>National Principles for Child Safe Organisations</i>.Ensure staff complete the MA Child & Youth Safe induction requirements inclusive of the	<ul style="list-style-type: none">Services within their portfolio promote the <i>National Principles for Child Safe Organisations</i>.Staff understand their responsibilities in the MA Child & Youth Safe policies, procedures and supporting documents.

<p>online module and signature to the <i>Behavioural Standards for Keeping Children and Young People Safe Policy</i>.</p> <ul style="list-style-type: none"> • Ensure staff comply with their responsibilities in the MA Child & Youth Safe policies, procedures and supporting documents. • Respond effectively to concerns raised in relation to the safety and wellbeing of children and young people engaging with MA services. • Identify staff training and development needs to support child and youth safe practice. 	<ul style="list-style-type: none"> • Staff are supported in child and youth safe practice with appropriate induction and supervision. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively. • Training and development needs in relation to child and youth practice are identified and staff are supported to access these opportunities.
Key Result Area 2	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 3	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 	<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

<p>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"> • 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. 	<p>with Mission Australia policy and procedure.</p> <ul style="list-style-type: none"> • 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 4	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. • Provides timely feedback to the Area Manager 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. • Timely feedback on risks, issues and opportunities provided to the Area Manager.
Key Result Area 5	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. 	<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.

<ul style="list-style-type: none"> • Develop strong and collaborative working relationships with key internal stakeholders including the National Practice Support Team, HR and Finance. • Develop strong and collaborative working relationships with key external stakeholders. 	<ul style="list-style-type: none"> • Supported with program advice, tools and resources by the National Practice Support Team. • Support from HR and Finance is acted on appropriately. • External relationships are developed with key stakeholders and influencers in the local community where service delivery occurs.
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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
- 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 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
- Foster an environment that focuses on client outcomes and satisfaction.

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 (e.g. Financial, HR, etc.)
- Look after the health, safety and welfare of self and others working in the business

- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant degree or associate diploma with substantial experience.
- 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.
- 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

- Working with clients with complex needs in a remote location.
- Working within a complex organisation with multiple business streams and specialisations.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	<hr/>

Approval	Michael Musumeci, Area Manager	16 December 2020
Manager name		Approval date