



POSITION DESCRIPTION

St Luke's Innovative Resources Manager

WHY THE ROLE MATTERS

The Innovative Resources (IR) Manager oversees the offering, delivery and life cycle of products and resources across various media and platforms. This role requires an innovative social entrepreneur who works collaboratively with the IR team, Anglicare Victoria (AV) colleagues and other stakeholders to understand, influence and strategically direct the development of resources to meet organisational and sector goals. This role understands social impact and social justice issues and thrives on challenging product offering and delivery to maximise growth and reach. The Manager reports to the General Manager Learning and Development, and works collaboratively with the broader People and Culture, Finance team and others to ensure key deliverables are met.

HOW WE MAKE A DIFFERENCE

AV is focused on transforming the futures of children, young people, families and adults. IR is a social enterprise operating to effect positive change as part of AV. For over 25 years IR has produced wide ranging publications, resources and training for working with children, youth, adults, families and communities. The publications draw on a range of practice modalities. The highly-visual, solution-focussed, strengths-based tools are designed to open up meaningful conversations about feelings, goals, values, relationships, mental health, resilience, team-building and supervision. The values and information communicated via these resources, is a powerful way to educate and influence the human services sector and other wider communities. These resources can play a significant role in building social and emotional learning and promoting more respectful, inclusive societies in general.

QUICK FACTS ABOUT THE ROLE

Reports to:	General Manager, Learning and Organisational Development
Direct reports:	Innovative Resources team members
Internal Stakeholders:	People and Culture, Finance, Marketing, Business Development, Client Services and others
External Stakeholders:	Contractors and partners involved in the creation, publishing, development and production of resources. Government departments in human services and education.

WHATS EXPECTED IN THE ROLE

Operational activities

- Oversee development of content, design, costing, production, marketing and distribution of innovative, effective, original resources for working with children, youth, adults, families and communities, across multimedia platforms.
- Oversee design, development, implementation and promotional activities of blended learning and training opportunities.
- Set and achieve financial targets and analyse, interpret and report on sales data trends and market changes.
- Use a consulting approach to obtain an in-depth understanding of the human services and education sectors and respond with tools and resources to meet operational and sector goals.
- Develop, implement and oversee marketing and communications plans, tools and material.
- Establish and maintain key relationships with a variety external stakeholders such as leading social service and education organisations, relevant government departments, and 'for purpose' businesses.
- Represent IR at conferences, training and other events.
- Supervise and build the capacity and culture of the IR team and encourage and lead effective positive relationships within Anglicare Victoria.
- Effectively manage all contracts and agreements with authors, artists and other suppliers including partners, agents and resellers.
- Implement, manage and oversee policies, processes and risks such as (but not limited to) inventory management, retirement of resources IP, trademarks, copyright and customer information.
- Maintain updated knowledge of, and work within, Anglicare Victoria's policies and procedures, including OH&S compliance in all aspects of the premises and business.

Strategic partnering activities

- Identify resource gaps in human services, education and training in order to produce resources that are financially viable and will contribute to increase organisational and sector capability.
- Identify and have a working knowledge of emerging therapeutic practice modalities and growing needs and pressure points in the human services and education sectors.
- Lead, shape and manage the strategy, longer term vision and business plan for Innovative Resources in conjunction with key stakeholders for future growth and success.
- Identify new markets, strategic partnerships and business development opportunities.
- Contribute proactively to operational and strategic projects, planning and initiatives of Anglicare Victoria.

Quality service provision

- Foster and maintain a commitment to service provision that meets all legislation, Government and Anglicare Victoria policies, procedures as well as Funding and Service Agreements.
- Understand and meet the legal obligations of selling resources in Australian and international markets (for example, GDPR legislation). This includes meeting privacy obligations and customer information.
- Participate in the development and implementation of policies, systems and processes in collaboration with the broader People and Culture team enabling adherence to internal control requirements.

Your role in creating a safe workplace for all	Your role in creating an inclusive workplace for all
<ul style="list-style-type: none"> • Take a leading role in creating a safe place for all, by taking accountability for health, safety and wellbeing, role modelling behaviours and never walking past an unsafe act. • Report all injuries, illness or 'near misses' and educate your teams and the broader workforce about the benefits of reporting in order to create a truly safe workplace. • Actively participate and ensure health and safety training based on roles and responsibilities for your teams. • Support the region in respect to having robust OH&S Committees that have appropriate support from senior leaders. • Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OH&S policies and procedures. 	<ul style="list-style-type: none"> • Support and imbed an engaged, positive and professional workplace culture in line with the expectations and policies of Anglicare Victoria • Lead and support inclusive environment for all to support the maturing of our workforce in respect to Diversity & Inclusion across all groups including LGBTIQ and Indigenous and Torres Strait Islanders • Promote and role model positive behaviours with an open, inclusive and collaborative approach and always act ethically and with integrity.

WHAT YOU NEED TO BRING TO THE ROLE

Your training and qualifications	
Relevant tertiary qualification/s in an area such as education, training, business, social work, psychology, counselling, or other therapeutic modalities.	
Your experience	Your approach
<ul style="list-style-type: none"> • Relevant experience in publishing or product management, including hard copy, digital, or transmedia. • Uses industry knowledge to review internal products, competitor's products and the current market and predict future challenges for the product(s). • Demonstrated ability to solve problems with consideration to business impact and manage change processes. • Demonstrated experience in driving product development and growth through collaboration and stakeholder relationships with effective negotiation skills and decision-making ability. • Experience in a social enterprise or for purpose organisation would be well regarded. 	<ul style="list-style-type: none"> • Demonstrates strengths-based, solution-focussed values and principles. • Demonstrates strong commitment to social justice advocacy. • Engages collaboratively both internally and externally. • Takes responsibility for personal and business outcomes. • Demonstrates strong motivational and leadership skills • Creates genuine connections with employees and stakeholders. • Ability to work autonomously. • Adaptability and curiosity at both an individual and organisational level. • Open to and contributes positively to change. • Proactive, responsive, driven and demonstrates self-awareness and resilience

<ul style="list-style-type: none"> • Experience in supervising, motivating and managing a team and the ability to manage multiple demands and prioritise accordingly. Excellent written and verbal communication skills and advanced computer and digital media skills. 	
What's non-negotiable for the role	
<ul style="list-style-type: none"> • All Anglicare Victoria team members must provide evidence of their valid working rights through an Australian/New Zealand birth certificate or passport, Citizenship certificate or Permanent residency certificate or an International passport with evidence of a valid working visa, which is subject to a Visa Entitlement Verification Online (VEVO) check. • All Anglicare Victoria team members' offers of employment are subject to a satisfactory Criminal History Check and possession of a current Working with Children Check prior to commencement. • A current Victorian driver's licence. 	