



POSITION DESCRIPTION

POSITION TITLE	Senior Manager – HIPPY Operations
DIVISION	Children, Youth and Inclusion
DEPARTMENT	HIPPY
REPORTS TO	Head of HIPPY

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St. Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The BSL values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DIVISION AND DEPARTMENT PURPOSE:

Children, Youth and Inclusion (CYI) is a diverse service delivery Division in BSL. CYI is typically made up of small to medium size operational activities aimed at providing services to children, families, young people and adults. CYI is required to operate in a flexible and agile way to lead change and influence systems. CYI responds the external political and service sector environment and offers new practice, service design and policy solutions to influence lasting change. All programs in the division must have a systemic change ambition beyond the service delivery.

HIPPY Australia, through the National Office, enables the delivery of the Home Interaction Program for Parents and Youngsters (HIPPY) in 100 sites across Australia. HIPPY Australia holds

the licence with HIPPY International and a significant grant agreement with the Federal Government. The role of the National Office includes supporting over 60 local partners, including Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCO), to deliver HIPPY with the level of fidelity required to ensure positive impacts and outcomes for children and families involved in the program. HIPPY Australia has a focus on quality, risk management, learning and development, data and evidence building and marketing and communication.

POSITION PURPOSE

The Senior Manager – HIPPY Operations oversees the management and implementation of the HIPPY Program across Australia consistent with the HIPPY Funding agreement and HIPPY International licence. This position plays a key role in managing the HIPPY National Office multi-disciplinary team to support program Providers to achieve high-quality program delivery and outcomes for all program participants and also oversees a number of key projects designed to improve program impact

KEY RESPONSIBILITIES AND DUTIES

1. Program Management and Compliance

- Lead, oversee and review the management of the HIPPY Program, including compliance, performance, and issue resolution, across Australia to achieve quality outcomes and meeting Department of Social Services (DSS) grant agreement and HIPPY International licencing requirements.
- Oversee and ensure HIPPY program providers fully meet their quality, risk and safeguarding accountabilities as part of the HIPPY Australia license agreement, government grant requirements and operating agreements.
- Provide expert advice and strategic direction to the HIPPY National Office and HIPPY Providers, ensuring high-quality programming and supporting program innovation and change management.
- Working with the HIPPY Australia leadership team, identify risk and safeguarding issues that may impact on compliance, quality delivery and implement responsive action.
- With the Head of HIPPY, assist with the management of the HIPPY Australia budget to ensure all resources are used effectively and efficiently to deliver high quality outcomes.
- Oversee correspondence and payments for partners where appropriate.
- With the Head of HIPPY and HIPPY Australia leadership team, co-ordinate and prepare various reports, including DSS milestone reporting, Activity Work Plans and provide regular updates to DSS, HIPPY International, CYI and BSL with analysis and recommendation where appropriate.

2. Leadership and Staff Management

- Lead, manage and mentor staff, reviewing performance and providing appropriate feedback to ensure high levels of service and performance.
- Recruit, select, review, and manage staff in accordance with BSL policies and procedures and ensure staff comply with the same.
- Lead a high-performing team with a culture of collaboration, continuous improvements, accountability, innovation and resilience through structural and project change processes.
- Play a key role in supporting and leading teams through significant change management processes.
- Ensure the resourcing and allocation of staff to meet operational objectives.

- Ensure appropriate orientation and supervision is provided to staff.
- Work collaboratively within teams to achieve common goals.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities, program cycle reviews and quality initiatives.
- In collaboration with the Head of HIPPY, set goals and objectives to ensure outcomes are met.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct/indirect contact with children and/or vulnerable individuals.

3. Stakeholder Engagement

- In conjunction with the Head of HIPPY and CYI Director, lead and manage strategic partnerships with HIPPY Providers, DSS and HIPPY International.
- Work closely with the Head of HIPPY and HIPPY National Office team to support the transition, on-boarding and exiting of HIPPY Providers associated with the transition of management of First Nations HIPPY focused sites to ACCOs or ACCO led partnerships.
- Oversee ongoing consultation with program providers regarding program implementation, delivery, staffing and program quality, ensuring the provision of high-quality materials, training and support to new and existing HIPPY programs across Australia.
- Proactively develop and maintain effective relationships with a range of stakeholders, including BSL and CYI Managers and Service Delivery Agencies, community groups and other relevant organisations.
- Represent, and act proactively to promote the Brotherhood of St Laurence at relevant meetings, conferences, seminars, and other industry forums.
- Maintain up to date knowledge of issues and developments in the field of early education, program transition, evidence-based programming etc through various means including membership and participation in peak groups.

4. Continual Improvement

- Contribute to the development of future strategic directions of the HIPPY Program including the transition of HIPPY implementation to ACCOs in First Nations focussed sites and lead other continual improvement initiatives.
- Play a key role in the evaluation and research projects as identified by HIPPY Australia and DSS.
- Oversee the quality of the HIPPY National Office including but not limited to the HIPPY Quality Framework, curriculum reports, program materials, manuals, forms, data collection, evaluation, and other reporting requirements.
- Contribute to the improvement of key HIPPY National Office processes, guidelines and policies ensuring appropriate approvals, document control and increased efficiencies.
- Oversee projects that improve the quality of HIPPY program and prepare for future HIPPY program initiatives including HIPPY Adaptability Projects, Early Years Integration Models, Learning and Development innovation, Accessibility improvements and projects particularly designed to meet the needs of Culturally and Linguistically Diverse and First Nations communities.
- Provide subject matter expertise to the BSL Community of Policy & Practices, advocacy and policy agenda.

5. Other

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the Senior Manager.
- Work within the team to provide support and assistance as required to meet objectives.

SCOPE OF RESPONSIBILITY

Direct Reports Network Engagement Manager, Site Support Manager x 2, Project & Change Manager and Quality, Performance & Administration Manager

Indirect Reports up to 28

TO BE SUCCESSFUL YOU MUST HAVE

Qualifications/other

- Tertiary qualifications in community and human services, community development or in a similar field experience in leading and managing a major program with national reach.

Knowledge and Skills

- Demonstrated ability to lead, motivate and manage a geographically dispersed team maximising employee engagement and enablement.
- Extensive experience in program or contract management for nationally funded initiatives with service delivery KPIs,
- Strong experience working with First Nations and Culturally & Linguistically Diverse communities and Controlled Organisations.
- Knowledge and understanding of issues relating to early childhood programming and First Nations program delivery in Australia.
- Successful experience in working as part of a multi-disciplinary team and with community partners to deliver a national program.
- Strong negotiation, interpersonal and communication skills with the ability to effectively build and maintain working relationships across a broad stakeholder group including Government entities, funding partners & community agencies.
- Demonstrated high level analytical skills to enable interpretation and analysis of program and financial reporting and the ability to recommend and implement remedial activities.
- Excellent organisational and time management skills with an ability to plan and prioritise to meet deadlines and adapt to changing demands.
- Demonstrated experience in working and leading change management and process improvement.
- Demonstrated ability to identify and resolve problems, make appropriate recommendations and take ownership for decisions.
- A strategic approach to ensure program sustainability.
- Advocacy skills in order to further the cause of those subject to poverty.

Personal Qualities

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding and empathy with the values and ideals of the Brotherhood of St Laurence.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements work based travel and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required - BSL will support successful candidates in this process.
- A Working with Children Check is required - BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.