

PROGRAM MANAGER POSITION DESCRIPTION

COMMUNITY 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	Community Services
Hours	Part Time
Hours per week	30.4
Duration	Ongoing
Fixed term end date	N/A
Location	Southern Region (Pakenham)
Reporting Relationship	This position reports directly to the Regional Director South
Effective date	August 2020

Overview of program

The Program Manager Community Services is responsible for and oversee a selection of programs within the Southern Region which have a focus on community services and community development.

Current programs focus on supporting young people by engaging with families, parents, schools and the broader community. These include, but are not limited to:

- Parent zone
- Communities For Children

Program Managers are members of the Anglicare Victoria Senior Management Group. This position manages an important program area requiring a high level of operational management and leadership in order to minimise risks and maximise outcomes.

Position Objectives

1.	Provide high level leadership for all staff, volunteers and partner agencies within the program.
2.	Promote a culture which supports creativity, innovation and inclusion.
3.	Ensure implementation of organisational policy, standards and procedures.
4.	Ensure that all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services.
5.	Develop program budgets and business plans, and targets are achieved.

Key responsibilities

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

1.	Leadership <ul style="list-style-type: none"> • Provide high level leadership and support to this program area. • Participate in the development, implementation and evaluation of an annual Program Business Plan designed to realise and complement the goals of Anglicare Victoria's <i>Strategic Plan</i>. • Under the direction of the Regional Director, and in consultation with the Quality Manager, actively explore opportunities for continual improvement of standards of service, organizational processes and practices within the program. • Ensure accurate interpretation and implementation of organisational policy. • Nurture a positive and stimulating team environment, characterised by cooperation and willingness to work toward organizational objectives. • Facilitate the maintenance of a strong and appropriately focused culture which supports creativity, innovation and effective working partnerships. • Actively participate in the Southern Region's leadership team and contribute to the culture and development of the management group. • Effectively oversee, consult and implement 'change' where required.
2.	Service Management <ul style="list-style-type: none"> • In consultation with the Quality Manager, ensure that services within the Program area meets the quality requirements and service targets specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation. • Contribute to research initiatives, particularly those that give emphasis to determining quality in relation to core services. • Monitor local community needs and new service opportunities. • Ensure that services are accessible and culturally sensitive to diverse client and community needs. • Under the guidance of the Regional Director, assist to prepare and present submissions for recurrent or new funding of programs within the Region. • In conjunction with the Regional Director and Development Manager, proactively manage risks including: service performance, outcomes, critical incident and complaints. • Participate in an afterhours on call management 'back up' roster where required.


3.	<p>Resource Management</p> <ul style="list-style-type: none"> • Develop Program budgets in consultation with the Regional Director & Regional Accountant, in accordance with parameters set by Finance Department. • Monitor income and expenditure, manage to budget targets and identify and implement efficiencies. Where significant adjustments to budget are required, develop the business case.
4.	<p>Relationships</p> <ul style="list-style-type: none"> • Participate actively in a range of internal and external management forums. • Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program.

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. Tertiary qualifications, preferably in social sciences and/or management.
	2. Demonstrated ability to lead, manage and motivate staff and create a workplace culture based on cooperation, teamwork and common pursuit of organizational objectives.
	3. A comprehensive understanding and experience in the human service delivery system, with particular reference to Family & Community Services.
	4. Demonstrated experience in the planning, development and management of human services.
	5. Experience representing the interests of the organization publicly and building appropriate relationships with government, other organizations and key stakeholders.

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:
