

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 – Communities of Focus
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Program Manager
Level:	Level 1
Business Unit/ Program:	Strengthening Communities, Cairns
Reports to:	Area Manager – Strengthening Communities
Position purpose:	<p>Responsible for leading, managing and developing a team to deliver the Community of Focus program for the Cairns South Community. The Program Manager is accountable for the overall management and implementation of the program and reporting on progress and outcomes.</p> <p>Communities of Focus is a key initiative in the Mission Australia 20-25 strategy. This new initiative, which will commence in 5 communities by 2025 and takes a whole of community approach to improve outcomes for the local community. The Program Manager will work in partnership with Mission Australia, The Cairns South Coalition and Community Working Clusters to design, develop and implement the Community of Focus program in Cairns South, underpinned by a collective impact approach. It will be essential for the position to develop and maintain effective working relationships with a large number of key stakeholders.</p>

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 online module and signature to the <i>Behavioural Standards for Keeping Children and Young People Safe Policy</i>. 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"> 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. 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 design and delivery
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Lead the Cairns Community of Focus team in the delivery of program requirements. Lead the team to high performance through strong leadership skills. Lead and support staff to ensure compliance with any Mission Australia or contractual obligations. Design the Communities of Focus implementation plan in partnership with Mission Australia and community stakeholders. Project management of the implementation plan ensuring alignment of all work streams and effective communication. Ensure the on-going development and improvement of the program through 	<ul style="list-style-type: none"> The program is designed and delivered in line with community, MA and funder requirements. Staff, Coalition and CWC's are supported to deliver on all community and contractual requirements. Services grow through improvement initiatives. Staff and CWCs understand the requirements and deliverables of the program. There is evidence of effective collaboration with national MA teams and other Communities of Focus locations. Internal and external stakeholders have a clear understanding of the project outcomes through effective implementation of the communication plan.

<p>involvement in evaluation and continuous improvement initiatives.</p> <ul style="list-style-type: none"> • Act as a conduit with the national Communities of Focus Working group and other key Mission Australia teams. • Liaise with other Communities of Focus sites to share learnings and develop good practice. • Work with the internal communication team to implement and continually update the project communication plan. • Assist the Research & Evaluation Team to develop and disseminate community-level evaluation methodologies. 	<ul style="list-style-type: none"> • Mission Australia is able to evaluate the impact of the program at a community level.
Key Result Area 3	Community Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Local engagement with community members, agencies and service providers on a day to day basis to build relationships and collaboration. • Undertake service system and community mapping across Cairns South and analyse trends and opportunities. • Build effective governance mechanisms with diverse engagement. • Facilitate community consultation activities ensuring people with lived experience can effectively engage with the program. • Co-design and co-develop a community plan with local stakeholders to identify and address community goals. • Support the MA Service Delivery team, Coalition and CWC members to implement and deliver the community plan. • Co-design, implement and assess appropriate and effective community engagement strategies. • Assist service delivery staff, Cairns South Coalition and CWC members to develop new projects and locally-led innovation, including: identifying opportunities, co-designing solutions, preparing materials and assisting with tender applications. 	<ul style="list-style-type: none"> • Relationships with stakeholders in the community and with other providers are established and strengthened. • Collective impact approach established and implemented effectively in the Cairns South Community. • Coalition and CWC members feel supported in their development and implementation of Strengthening Communities Project. • There are effective governance and consultation mechanisms with diverse engagement, including people with lived experience. • There is evidence of locally-led innovation to advance community goals. • There is increased funding for local initiatives.

<ul style="list-style-type: none"> Assist service delivery staff, Cairns South Coalition and CWC members as they implement projects, including: facilitate initiation forums if requested, provide tools, resources and training modules, and advise on the implementation issues. Build relationships with potential funders and philanthropists to secure funding sources for local initiatives, supported by MA business development team. 	
Key Result Area 4	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 effective people management and development of direct reports. Performance reviews and evaluations are conducted with encouragement and developmental coaching as required. Identify and support staff induction, training and development needs. Respond to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedures. Undertake recruitment, selection and induction of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures. Ensures that employee data and information is up to date and accurate. Co-ordinate and manage volunteers. Hold team meetings as required and 1:1 supervision with direct reporting staff regularly as per Mission Australia policy. Apply your skills, knowledge and experience within the cross-functional team to support creative thinking and problem solving in a collaborative multi-disciplinary manner. 	<ul style="list-style-type: none"> All staff induction and training is up to date and compliant with MA requirements. Team works together effectively, and direct reports are receiving development opportunities. Performance reviews are a positive experience for team members, and areas for improvement are identified and developed. Grievances and disciplinary issues are handled promptly and professionally. Any breaches of employment conditions are recognised and addressed immediately. Regular quality reporting to Area Manager. All employee information is up to date at any point in time. The team demonstrates high performance through obtaining contract compliance and submitting required reports/ statistics/ data and plan information in required timelines. Areas for practice improvement are identified; Area Manager is kept informed about all performance and risk matters. Regular meetings are held with team members including team meetings and 1:1 supervision.

Key Result Area 5	Financial Management and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • All required administration such as project materials, reports and plans are completed accurately and in a timely manner. • Provide timely and accurate reports on the program to the Area Manager and national working group. • Provide timely feedback to the Area Manager on risks, issues and opportunities. • Financial management including compliance with Program budgets and authorisation of Program expenditure. 	<ul style="list-style-type: none"> • All required reporting, documents and plans are completed within the required time frames. • Feedback on risks, issues and opportunities is regular and useful. • Budgets and expenditure are managed effectively and in accordance with the MA Delegations Policy.

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

- Minimum Bachelor degree qualification in allied health, social work, human services or equivalent
- 3-5 years' experience in human services, allied health, community services or equivalent.
- Well-developed understanding of community development principles and implementation, preferably within an Australian context.
- Experience in budget and financial management.
- Focus on making a difference to the lives of Australians in need through the communities in which they live.
- Excellent consultation skills and a proven ability to synthesise and analyse complex information from a range of sources.
- Strong written communication skills and proven ability to communicate complex ideas clearly and effectively.
- Experience in leading and managing change effectively through influencing others.
- Demonstrated ability to work collaboratively with people with a range of specialist skills, different roles and perspectives.
- Knowledge and experience working from a Collective Impact framework is preferable.

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, decisions and reasoning 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 within a complex organisation with multiple business streams and specialisations.
- Dealing with ambiguity, complexity and changing circumstances.

Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Driver's Licence ☒

Other (prescribe) ☐

Approval Phil Flint, NQ Regional Leader

15 December 2020

Manager name

Approval date