**Program manager position description**

**YOUTH & Community SERVICES**

**ST LUKE’S REGION**

**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**

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| **Position** | Program Manger |
| **Program** | Youth Services |
| **Hours** | Full Time |
| **Hours per week** | 38 |
| **Duration** | Ongoing |
| **Location** | Bendigo - the incumbent will be expected to work at key service sites in the St Luke’s region. |
| **Reporting**  **Relationship** | This position reports directly to the Regional Director - St Luke’s Region |
| **Effective date** | August 2018 |

**Overview of program**

The Program Manager Youth Services is responsible for and oversees the Youth and Community services program within the St Luke’s region. This includes the activities of Youth Homelessness, MH Homelessness SHS, Campaspe Homelessness, NPAH Youth, Reconnect, Springboard, Leaving Care, Youth Justice, Navigator, Finding Solutions, Youth Support Service and Pre-School Feildwork.

The specified programs to be managed may change over time to reflect organisational needs.

Program Managers are members of the Anglicare Victoria Senior Management Group and the St Luke’s Regional Management Team.

**Position Objectives**

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|  | Provide high level leadership for all staff and partner agencies within the program. |
|  | Ensure that all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services. |
|  | Develop program budgets and business plans, and ensure business plan objectives and budget targets are achieved. |
|  | Ensure implementation of organisational policy, standards and procedures. |

**Key responsibilities**

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

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| **1.** | Provide high level leadership and operational support to this complex and large budget program area. |
| **3.** | Develop program budgets in consultation with the Regional Director & Regional Accountant, in accordance with parameters set by the Finance Department. |
| **4.** | Participate in the development, implementation and evaluation of an annual Program Business Plan designed to realise and complement the goals of Anglicare Victoria’s *Strategic Plan.* |
| **2.** | In consultation with the Quality Manager, ensure that services within the Program meet the quality requirements and service targets specified in Anglicare Victoria’s policies and standards, funding bodies’ program specifications and relevant legislation. |
| **5.** | In conjunction with the Regional Director and Development Manager, proactively manage risks including: service performance, outcomes, critical incident and complaints. |
| **6.** | Participate in an afterhours on call management ‘back up’ roster where required. |
| **7.** | Facilitate the maintenance of a strong and appropriately focused culture which supports creativity, innovation and effective working partnerships. |

**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).

1. **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).

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| C:\Users\David.Sandison\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\GIF9U7N8\RoleSpecific_icon.jpg | 1. Tertiary qualifications, preferably in social work, social sciences and/or management with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level. |
| 1. A comprehensive understanding and experience in planning, development and management of the human service delivery system, with particular reference to Youth and Community Services. |
| 1. Demonstrated experience representing the interests of the organisation publicly and building appropriate relationships with government, other organisations and key stakeholders. |
| 1. Mediating and negotiating appropriate outcomes in complex work situations. |

**Key Selection Criteria (continued)**

1. **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.



**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**

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| Name: |  |
| Signature: |  |
| Date: |  |