

PROJECT MANAGER - POSITION DESCRIPTION

CLIENT SERVICES

CENTRAL OFFICE

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	Project Manager
Program	Client Services
Hours	Full Time
Hours per week	38
Duration	Ongoing
Location	Based at Central Office in Collingwood, however will be expected to travel to other key service sites.
Reporting Relationship	This position reports directly to the Deputy CEO.
Effective date	October 2019

Overview of program

The Deputy CEO oversees all Anglicare Victoria's Client Services programs – which includes a wide variety of Statutory Out of Home Care, Family and Community Services in addition to the areas of Business Development, Evidence Based models and Clinical Practice.

The Project Manager Client Services is a whole of organisation role, which provides support to the Office of the Deputy CEO, on a wide variety of organisation wide projects, as well as providing a link with internal and external stakeholders.

This Project Manager position is a member of the Anglicare Victoria Senior Management Group.

Position Objectives

This role is responsible for the development, implementation and coordination of a wide variety of Client Services related projects and ensure that progress against project timelines and deliverables are being met.

This role is required to represent a whole of agency client services perspective, in both internal and external management and practice forums and provide leadership and consultation in the areas of Practice, EBM implementation and model development.

This role will work closely with the GM Business Development / EBM's & Regional Development Managers in relation to philanthropic funding opportunities, tenders and submissions.

Key responsibilities

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


1.	Participate in the development and implementation of various whole of organisation Client Services projects.
2.	Lead and/or participate in the consultation, planning, delivery, measurement and review of relevant projects.
3.	Engage, develop and maintain communication links and cooperative arrangements with internal and external stakeholders.
4.	Undertake a key leadership role within the organisation and participate actively in a range of internal and external management and practice forums.
5.	Contribute to research initiatives, particularly those that give emphasis to determining quality in relation to client services.
6.	Engage with Anglicare staff and clients where required for various whole of agency projects.
7.	Provide input to and/or prepare and present philanthropic applications, tenders & submissions.
8.	Ensure accurate interpretation and implementation of organisational policy.
9.	Nurture a positive and stimulating team environment in a wide range of settings, characterised by cooperation and willingness to work towards organisational objectives.
10.	Facilitate the maintenance of a strong and appropriately focused culture which supports creativity, innovation and effective working partnerships.
11.	Effectively oversee, consult and implement change where required.

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	A relevant tertiary qualification in social sciences and/or management, at degree level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	A comprehensive understanding and experience in the human service delivery system, with particular reference to the Statutory OOHC, Family and Community Services sector.
	Highly developed interpersonal communication skills and the ability to interact positively with a wide range of people from diverse backgrounds including all levels of management and staff.
	Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines.
	Experience in mediating and negotiating appropriate outcomes, as well as managing change in complex work situations.
	Ability to coordinate the development and implementation of projects to agreed timeframes and specifications.
	Capacity to represent the interests of the organisation publicly and build appropriate relationships with key stakeholders both internally and externally.
	High level communication skills with demonstrated experience in tender writing and submission development

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:
