

POSITION DESCRIPTION – **MANAGER**

Position Title	Manager – Community Programs	Department	Community Programs
Location	Nth Melbourne, VIC	Direct/Indirect Reports	Direct 4/30 indirect
Reports to	Director - Victoria	Date Revised	Feb 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0031310

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

Reporting to the Victorian Director, and as a member of the Victorian Senior Leadership team, the Manager - Community Programs will be an experienced leader who will be instrumental in the development, delivery and performance of a suite of services/programs to meet the emerging and changing needs of the Victorian Community. You will be responsible for managing and monitoring contracted services that span across a range of thematic areas to support vulnerable Victorians and ensuring they deliver against expected Program outcomes. This includes the management and leadership of Red Cross people (staff and volunteers) in various regions and communities across the state

The Manager - Community Programs will also work with a nationwide leadership team delivering on thematic community program priorities for Australian Red Cross. The role will provide strong leadership and operational management skills and experience to help translate the organisation's strategic direction into sustainable state wide and locally responsive programs and services. Through a collaborative approach you will also build sector, community, government and business understanding of key areas of nationwide focus for Red Cross as well as providing input into local strategy through your understanding of local needs, gaps and emerging issues.

■ Position Responsibilities

Key Responsibilities

- Provide leadership on implementation of Red Cross strategic priorities for Community Programs within Victoria and contribute to the broader Victorian Senior leadership team
- Manage, coach, develop and lead Red Cross people in Victoria (staff and volunteers) involved in Community Programs
- Accountability for managing budget, risk, quality, KPI and outcomes for all Victorian Community Programs
- Support the State Director on developing programs and partnerships to deliver overarching Australian Red Cross objectives
- Work closely in networked and collaborative teams across Red Cross and contribute to nationwide leadership and sharing of good practice and learnings
- Drive an agenda of change and innovation as needed to deliver evolving organisational outcomes

- Keep abreast of policy changes and emerging service needs and contribute to the development of Red Cross strategy
- Achieve agreed program outcomes and compliance; manage implementation and operational delivery of any programs within the relevant portfolio (as agreed with the State Director and relevant National Manager), including budget and financial management, adhere to relevant policies and procedures and reporting requirements and manage key stakeholders Including engaging with local communities

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in developing partnerships across community, business and government sectors and creating/ceasing opportunities for revenue generation
- Demonstrated experience in networking, stakeholder management, liaison and negotiation skills within a complex human services environment
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds
- Strong understanding of issues affecting vulnerable people and how to lead programs that support vulnerable clients (e.g. justice, aged care etc.)
- Demonstrated experience in managing client and operational service delivery, including managing multiple service contracts and compliance (performance, relationship, budgets, reporting)
- Knowledge of relevant legislative, policies and frameworks and proven ability to manage risks
- Demonstrated experience leading strategic projects and continuous improvement processes on behalf of your organisation, including implementing effective agile processes and meeting deadlines
- Proven ability to manage, develop and coach people – both staff and volunteers
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders

Qualifications/Licenses

- Tertiary degree in community services or social field or relevant significant experience in field

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters