

# Position Description

<b>Title</b>	Service Implementation Lead
<b>Business unit</b>	North West Victoria
<b>Location</b>	Flexible, Ballarat or Melbourne CBD
<b>Employment type</b>	Full-time – Maximum Term
<b>Reports to</b>	General Manager, North West Victoria

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** We are imaginative, respectful, compassionate and bold.

## 1. Position purpose

The Service Implementation Lead will lead the operationalisation of an exciting new evidence-based, early-intervention and therapeutic support model for young people, ensuring service delivery is tailored to Uniting’s operating environment.

The Lead will be based in Uniting’s North & West Division. They will work closely with senior stakeholders across Uniting’s service delivery and corporate support divisions, as well as senior stakeholders externally.

The Lead will integrate this new service within Uniting’s existing quality systems, policies, and processes. They will also oversee the delivery of high-quality care and measurable outcomes for young people, laying the foundation for scaling the service across Victoria and Tasmania.

The Service Implementation Lead will be highly capable, self-directed, and work independently to:

- Establish and coordinate project governance, working closely with a Project Control Group (PCG) to ensure high-quality decision-making.

## Position Description

### Service Implementation Lead

- Develop and execute an implementation strategy in partnership with key stakeholders and the PCG.
  - Design, implement and manage the project to launch the service at its first location, with a strong focus on meeting time, budget, and quality expectations.
  - Collaborate across Uniting to ensure implementation promotes high-quality, safe practices and delivers measurable consumer outcomes.
  - Support advocacy, communications, and promotional activities for the service including planning for longer term funding sustainability.
- 

## 2. Scope

**Budget:** Depending on service implementation funding

**People:** Nil

---

## 3. Relationships

### Internal

- Senior Management Group (SMG)
- Project Control Group (PCG)
- Uniting Project Management Office (PMO)
- Support services including Quality & Performance Division, Practice Leadership Teams, and Community & External Relations Division
- Various internal Uniting service streams

### External

- Uniting Victoria & Tasmania Synod
  - Other Uniting associated and/or affiliated organisations
  - Various State and Federal Government Departments
  - Local Church congregations
  - External service delivery partners
  - Consultancies and evaluators
- 

## 4. Key responsibility areas

### Service development and implementation

- Design and implement an operating approach that tailors the service for a new jurisdictional context, whilst maintaining model fidelity.
- Integrate and align the service with Uniting's existing service quality systems, policies, and processes.
- Map existing referral pathways and establish new ones for the service, working with external partners and other Uniting services.
- Support internal subject matter experts (SMEs) to define property and facility requirements for the service.

## Position Description

### Service Implementation Lead

- Work with internal SMEs to define Client Management System (CMS) requirements and support transition.
- Maintain relevant quality monitoring, evaluation and learning tools and procedures consistent with Uniting and industry standards.
- Review and use relevant databases, evaluation reports, academic articles, policies, and other similar sources of literature, for ongoing project development.

### Stakeholder Engagement

- Engage senior stakeholders internally and externally to effectively deliver the project.
- In collaboration with other Uniting support services and Divisions:
  - Advise on advocacy and communication strategies, including communication risks, issues management, and stakeholder engagement.
  - Support the development of a communications and advocacy strategy with a campaign approach across media, marketing, advocacy, and communications.
  - Support advocacy and public policy activities to promote ongoing service sustainability.

### Project Management

- Develop a service implementation project plan, ensuring alignment with existing Uniting frameworks, processes, systems, and governance.
- Establish project deliverables, milestones and timing.
- Manage the project within the agreed timeline and budget.
- Identify, report, and mitigate project risks and roadblocks.
- Ensure all project reporting is accurate, submitted within agreed timeframes, and aligned to Uniting's project management methodology.
- Establish and coordinate a suitable project management governance structure, including Project Control Group (PCG) and proactive stakeholder management.
- Develop service and project logic frameworks and other related documents.
- In collaboration with Uniting SMEs:
  - Develop comprehensive change management plans.
  - Develop communications plans.
  - Ensure the project is operating in conjunction with other dependent projects and business as usual systems and processes.
- Ensure compliance with all relevant legislative and regulatory requirements within scope of responsibility.

### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.

## Position Description

### Service Implementation Lead

- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce.
  - Based on my ongoing work with another organisation.

---

## 5. Performance indicators

- To be determined through conversation with Line Manager
- 

## 6. Person specification

### Qualifications

- Desirable: Tertiary qualification relevant to the community services / care industry, such as Social Work, Youth Work, Psychology, or Counselling.

### Experience

- Broad leadership experience across various aspects of service delivery, such as case management, intake assessment, and referral pathways.
- Demonstrated project management experience in community services settings, including delivering projects within agreed timeline and budget.
- Demonstrated experience implementing and establishing new services, including associated service design and development activities.

## Position Description

### Service Implementation Lead

- Demonstrated ability to work on your own initiative with a matrix management model, while balancing complex and competing demands.
- Demonstrated experience engaging, collaborating, and negotiating with senior stakeholders.
- Experience working within established frameworks and balancing the needs of the organisation and consumers.
- Strong understanding of, and adherence to, quality and governance frameworks.
- Demonstrated ability to communicate effectively using a range of tools, including reports, presentations, and facilitated sessions.
- Demonstrated experience managing complex issues across organisational boundaries.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values and working in a collaborative and respectful manner across the organisation; demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Service design and implementation:** ability to understand and work through the requirements of developing, implement and operationalise a social service/program.
- **Project management:** proven ability to lead, scope, manage and deliver social service design/development projects within agreed timeline and budget.
- **Influence & negotiation:** Ability to give and gain cooperation at all levels, including working with stakeholders internal and external to the organisation to achieve a clear objective.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Communication:** Highly developed interpersonal skills and communication skills, both written and verbal, including an ability to prepare high level reports to Executives and external parties.

---

## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

---

## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: