

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
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Program Manager
Level:	Level 2
Business Unit/Program:	Going Places Street to Home, Cairns
Reports to:	Area Manager
Position purpose:	<p>Responsible for leading, managing and developing a team to deliver the Going Places Street to Home Program in Cairns. The Program Manager is accountable for the overall management and implementation of the program and reporting on progress and outcomes.</p> <p>Going Places is a multidisciplinary street-to-home program which combines clinical health services with coordinated case management to support people sleeping rough in Cairns to move into stable, long-term and sustainable housing. It is one of three interrelated services in Cairns: Going Places street-to-home program, and the Douglas House and Woree Supported Housing Accommodation services.</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</i> Policy. 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 Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Lead the local team in the delivery of program requirements to clients, as per the agreed operating procedures and guidelines. Responsible for the co-ordination of delivery of the service commitments in order to achieve the required client outcomes, operate in a compliant manner, operate within the funding guidelines, Quality frameworks and Mission Australia policy and procedures. Influence the operational activities by contributing to the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives. Influence the operational procedures by developing work practices and procedures, methodology, plan and provide advice on policy matters. 	<ul style="list-style-type: none"> Appropriate leadership is provided to the local teams to ensure the delivery of the program is in line with agreed policy, operating procedures and guidelines. Service commitments are delivered and required client outcomes are achieved. Service operates in a compliant manner and within funding guidelines, Quality frameworks and Mission Australia policies and procedures. Contribution is made to the on-going development and improvement of the service. Program is compliant across all areas of assessment.

<ul style="list-style-type: none"> • Meet all program targets, compliance and KPIs. • Conduct Self – Audit activities as required. 	
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work with other Program Managers within their community to ensure the full range of Mission Australia services is available to clients. • Work with other Program Managers within or outside their geographic area/region to achieve consistency in the quality of delivery of like programs and to share ideas, knowledge and experience on how to improve the service. • Develop and maintains relationships with other key internal stakeholders including the Practice Leadership Team, Human Resources and Finance. • Develop and maintain relationships with external relationships including key stakeholders and influencers in the local community where service delivery occurs. • Contribute to Mission Australia projects, programs or activities by providing specialist advice or support advice and assistance. 	<ul style="list-style-type: none"> • Collaborative relationships with other Program Manager within their community is developed and maintained. • Collaborative relationships with other key internal stakeholders are developed and maintained. • Collaborative relationships with key external stakeholders are developed and maintained. • Demonstrates willingness to contribute ideas to other Mission Australia objectives. • Information is shared with team, internal and external stakeholders.
Key Result Area 4	People and Performance Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports. • Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required. • Identify and support staff training and development needs. • Respond to and manage employee grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure. 	<ul style="list-style-type: none"> • Leadership of the team is provided, and effective people management and development of direct reports occurs. • Ensure all employees hold current and relevant qualifications to meet contractual terms, and ensure qualifications are current and record keeping is kept up to date. • Program Manager conducts performance reviews and evaluations with encouragement and developmental coaching and counselling provided as required. • Training and development needs are identified, and staff supported to access opportunities.

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| <ul style="list-style-type: none"> • Undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia Policy and procedures. • Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures is understood. • Understands the relevant Enterprise Agreement or Award applicable to the service and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award. • Ensures that employee data and information is up to date and accurate. • Co-ordinate and manage volunteers where required. • Manage employee leave entitlements effectively. | <ul style="list-style-type: none"> • Program Manager promptly responds to staff grievances, and undertake disciplinary action including terminations in accordance with Mission Australia Policy and Procedure as required. • Actively, and in a timely manner undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia policies, guidelines and procedures. • New and existing members of staff thoroughly inducted and trained to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures. • All new employees have completed on-line Induction modules within 28 days of commencement. • Employees demonstrate knowledge and understanding of policies and procedures. • Program Manager demonstrates understanding of the relevant Enterprise Agreement or Award applicable to the service and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award. • Employees are paid correctly; rosters reflect the provisions of the relevant Enterprise Agreement or Award and data submitted to Payroll is accurate and on time. • Employee data and information is up to date and accurate and is submitted in a timely manner. • All leave entitlements are managed appropriately, and balances are within agreed levels. • Volunteers are co-ordinated and supervised where required. |
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Key Result Area 5	Finance and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Financial management including compliance with Program budgets and authorisation of Program expenditure. Providing timely and accurate reports on the service to the Area Manager or Regional Leader. Providing timely feedback to the Area Manager or Regional Leader on risks, issues and opportunities. Assist with or prepare budgets as required. 	<ul style="list-style-type: none"> The program budget is compliant with Program budgets and expenditure is within authorised limits. Timely and accurate reports on the service are provided as required. Timely feedback is provided to Area Manager or Regional Leader on risks, issues and opportunities. Assistance is provided to prepare program budgets as required.

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

- Tertiary qualifications in Education, Human/Social Services, Management, Business or a related field are desirable.
- Experience in human services, allied health, community services or equivalent.
- Minimum of 3 - 5 years management experience with demonstrated strong leadership skills.
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements.
- The ability to establish and maintain strong relationships with key stakeholders, including Government stakeholders.
- Experience managing financial and operational performance.
- Strong written and verbal communication skills.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A personal alignment with the values of Mission Australia.

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, decision and reasons 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

- To deliver a program/s that is contractual compliant, meets all funding KPI's and is within budget.
- May be responsible for the delivery of program/s across a 24/7 roster and be required to be on call.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval Mark Jentz, Area Manager

18 June 2021

Manager name

Approval date