



## POSITION DESCRIPTION

<b>JOB TITLE:</b>	Program Manager
<b>WORK AREA:</b>	Corporate Team
<b>LOCATION:</b>	Townsville
<b>CLASSIFICATION LEVEL:</b>	Social, Community, Home Care and Disability Services Industry (SCHCDS) Level 7 (Modern Award) (6 months probationary period, inclusive of performance review)

### Position Specification

#### **Purpose of the Position**

The Program Manager will be responsible for the operational performance of specific programs under the direction of the Chief Executive Officer (CEO). The Program Manager will work with staff to deliver services ensuring compliance with Althea Projects Incorporated (Althea Projects) Constitution, policies and procedures, the Service Agreement and meet all legislative and licensing requirements.

To encourage and demonstrate collective and personal commitment to Althea Projects Incorporated through community involvement, promotion of organisational values and the creation and maintenance of an environment that is a leader in innovative work practices, diversity and business excellence.

#### **Accountability**

The position works as a member of the Leadership Team and is directly accountable to the CEO of Althea Projects.

#### **Appointment**

The Program Manager is appointed on a full/part time permanent basis and is expected to work across new and existing program areas as required.

#### **Mandatory Requirements**

Qualification/experience requirements include:

- Tertiary qualifications relevant to the position or extensive relevant experience of an equivalent standard in the child protection sector
- Management experience of at least three years preferably in the not-for-profit sector
- Current Queensland Driver's Licence
- Proven ability to implement and manage organisational change
- Positive Notice (or ability to obtain) of Suitability issued by the Department of Communities, Child Safety and Disability Services
- Positive Notice (or ability to obtain) issued by the Department of Justice and Attorney-General for Child Related Employment (Blue Card) obtained at employees expense.

## **Highly Desirable Requirements**

- Knowledge and experience working in the NGO sector, in particular family and children's services including child protection, family support and families in crisis
- An ability to work under limited direction from the CEO; to provide leadership and support to staff as well as work collaboratively as a member of a multi-disciplinary team
- Certificate IV Workplace Training and Assessment or equivalent
- Ability to acquire knowledge of Acts, Regulations and Standards relevant to Children, Child Protection and Family Support Service Delivery and the ability to transfer that knowledge to the workplace and community environments
- Hold professional membership and/or affiliations relevant to the position.

## **Roles and Responsibilities**

- Provide leadership to all program staff by modelling the mission, values, culture and objectives through supervision, mentoring and coaching
- Lead and manage the resources (including annual budget), staff, systems and day to day operations of program whilst ensuring compliance with service agreements and contractual obligations are adhered to
- Facilitate the development and implementation of a operational plan for program that aligns to the strategic direction of Althea Projects and provide progress reports to management
- Network, develop and maintain partnerships with government and non-government organisations, and the broader community which are relevant and beneficial to the program area
- Act as the key program contact with funding providers under the direction of the CEO
- Ensure program practices align with current best practice strategies
- Ensure the program complies with all legislative and regulatory requirements and that systems and strategies are implemented and regularly reviewed to ensure this occurs
- Participate in human resource strategies to recruit, select, induct and retain staff
- Contribute to the design, development and implementation of professional development of staff to ensure continuous learning and development
- Manage all staff to ensure policies and procedures are adhered to
- Provide expert advice on policy matters relating to program area and work collaboratively with program team and CEO
- Under the leadership of the CEO, play an active role as a member of the leadership group to implement strategic priorities. Participation in the leadership group is based on the following five focus areas:
  1. Trust
  2. Openness
  3. Commitment
  4. Accountability
  5. Results Based Leadership

- Manage effective and ongoing client and stakeholder analysis, engagement and feedback systems
- Provide effective resolutions of complaints and grievances from program staff and clients
- Manage and lead innovative client engagement strategies, including complex case management, across all strategic priorities
- Other duties as directed by the CEO.

## **Selection Criteria**

Your application for this position must specifically **address each selection criteria** below:

1. Demonstrated high level skills and knowledge of current practices, trends and theories relevant to the provision of services to families and children who are subject to child protection interventions or at risk of interventions or families and children in crisis.
2. Demonstrated ability to lead, manage and support staff, stakeholders, children and families including those who are Australian Aboriginal and/or Torres Strait Islander, and who are of a culturally and linguistically diverse background.
3. Demonstrated ability to develop and implement operational plans, including the delivery and evaluation of programs to negotiated outcomes whilst complying with the relevant legislation, Acts and Standards.
4. Demonstrated highly developed verbal and written skills, including negotiation, interpersonal and conflict resolution skills and the ability to build and maintain effective relationships with business partners, referral agencies, children, families and other service providers.
5. Demonstrated highly developed knowledge and application of contemporary human resource management practices, diversity principles, risk management and workplace health and safety.

## **Other Information**

- Althea Projects is an Equal Opportunity Employer
- Salary packaging options may be negotiated
- Althea Projects supports Reconciliation; Aboriginal and Torres Strait Islander people are strongly encouraged to apply
- Employees must comply with the organisation's Mission, Values, Objectives, and Code of Conduct
- Althea Projects understands that some employees may seek additional outside employment or volunteer activities
- Applicants should be willing and able to accept additional responsibilities associated with the position as the role evolves
- Applicants are expected to be on call after hours and weekends on a rostered basis.

## **Application**

Your application for this position must specifically provide:

1. A current resume which outlines your employment history, including dates, major duties, roles and responsibilities, certified copies of your qualifications, training and development activities and copies of other mandatory requirements, i.e. blue card etc.

2. A statement that specifically addresses each Selection Criteria and demonstrates how your knowledge, skills and experience meet the criteria. Examples of how you have applied your knowledge and skills in your previous/current work roles is preferred to general statements.
3. Names and contact details of at least two referees, one preferably from your current or immediately previous supervisor/employer, who may be contacted with respect to your application.

**Short listing and selection will be assessed on your selection criteria response.**

Your application can be emailed to [admin@altheaprojects.org.au](mailto:admin@altheaprojects.org.au) or posted to:

Chief Executive Officer  
Althea Projects Incorporated  
P O Box 905  
Aitkenvale Qld 4814

*Althea Projects acknowledges and pays respect to the Bindal and Wulgurukaba people on whose land we walk, work and live. We pay our respects to Elders past, present and emerging.*