



Good Shepherd
Australia New Zealand

Position Description

Title	Program Manager, Economic Participation and Well Being
Reports to	General Manager – Economic Participation and Well Being
Direct Reports	4 direct reports Financial Counselling & Financial Wellbeing Team Leaders. 3 based in Victoria & one based in NSW. 2 X office based admin staff will also report to this role.
Based at	Mornington Peninsula or Hastings office.
Last Updated	May 2019

Good Shepherd Australia New Zealand (GSANZ)

Good Shepherd Australia New Zealand works to advance equity and social justice and to support our communities to thrive.

Our three-year strategy outlines the world we aim to co-create. We are committed to tackling the issues of our time that adversely affect women, girls and families. We hold ourselves accountable to the positive impact we will deliver as we work to support women, girls and families to be safe, secure, strong and connected.

Role Purpose

This role is a core operational role within Good Shepherd Australia. The Program Manager, Economic Participation & Well being will provide operational leadership across a number of financial security and wellbeing services including financial counselling, financial capability and financial coaching.

These person-centered services are designed to support women and their families to achieve better financial outcomes & economic participation.

The Program Manager will ensure that our services are delivered in accordance with GSANZ strategy, contractual and accreditation requirements and contemporary service standards and ethics.

The Program Manager will work across all financial security & wellbeing teams to achieve high-quality, person-centered services that achieve clearly measured, robust client outcomes.

Reporting to the General Manager, Economic Participation and Well Being, the Program Manager will lead a dedicated team of around twenty, located across Melbourne's West, inner, South and Peninsula.

All services are delivered in close collaboration with our funding partners, including State, Federal and Corporate bodies.

The role will also support customer service and site safety through supervising two Peninsula-based site administration officers, at Hastings and Mornington.

Core responsibilities of this multi-faceted role will include working closely with the Economic Participation & Well being Team to:

- Deliver high quality services to clients. This includes building processes that ensure timely response to client needs, quality outcomes for clients, efficient processes and systems and excellent measurement & monitoring frameworks
- Build a high performing Economic Participation & Well being Team as they continue to build their skills in developing a best in class service
- Lead the development of an improved client experience. This includes using codesign methodology to build and test client journeys
- Ensure that reporting for funders is completed in a timely way with the highest levels of accuracy
- Work with General Manager to build an internal reporting framework that allows for monitoring and measurement of service efficiency and quality
- Work with the Quality Team to implement a quality system that supports continuous improvement
- Build positive relationships with funding partners, stakeholders and service & business networks
- Drive implementation of LGBTIQ and other cultural inclusion initiatives in the team as required

The role will liaise closely with representatives from internal business units including communications, corporate services and service quality and will work closely with other Program Managers, to ensure an integrated and consistent approach to people leadership and client service delivery.

The ideal candidate will have experience in client service design, delivery and quality to support consistent and effective client outcomes in a complex work environment.

The candidate will have demonstrated leadership and management, including strong consultation and collaboration skills to lead people through the implementation of our strategic plan.

Qualifications, Experience and Mandatory Requirements

- Tertiary qualifications in Finance, Commerce, Community or Public sector leadership and management
- A strong understanding of funding, governance, legislation and contemporary quality frameworks in the community sector
- Relevant experience in, or understanding of best practice in financial counselling and capability delivery, with a focus on person centred and/or co-design approaches
- Demonstrated outcomes in leading and developing partnerships for effective outcomes
- Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks
- Experience managing service delivery teams in a matrix managed environment
- Demonstrated capability with ICT, including reporting and case management databases.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Victorian driver's license

Responsibilities

Strategy

- Work collaboratively with other members of the management team to deliver on whole of GSANZ and service-specific strategic and operational outcomes
- Consolidate, develop and deliver funded programs – Financial Counselling, Firmer Foundations® financial capability building coaching for women; and Financial Capability and Wellbeing programs across Melbourne Inner and West and Melbourne South East
- Provide input to GSANZ service strategy

People

- Lead the development of a high-performance team
- Supervise and coach team members to provide professional development for their reports, with a focus on high quality practice
- Foster open communication and collaboration
- Maintain positive relationships with all GSANZ Team Leaders to provide guidance, insight, advice, and mentorship to support GSANZ leadership capabilities
- In partnership with People & Culture and operational areas, identify essential training needs required to ensure consistent and high-quality practice
- Demonstrate commitment to own learning and development
- Provide regular formal supervision to direct reports
- Provide safety leadership including identifying and addressing, investigating and reporting of health and safety risks and incidents.
- Take responsibility for own wellbeing

Clients

- Ensure quality outcomes for clients is at the forefront of all activities
- Meet service delivery targets in line with funding and partner agreements and client need
- Support the development and delivery of outcome-based reporting
- Create opportunities for co-design of initiatives with clients

Service Delivery and Operations

- Oversee best practice service delivery
- Ensure effective, timely management of reporting, submissions, grant applications, service delivery contracts and partnership agreements
- Partner with the Quality team to implement a continuous improvement framework, ensure programs meet accreditation standards and objectives
- Assist the General Manager to manage, monitor and deliver activities within agreed budget
- Partner with other parts of GSANZ to create innovative and well-integrated programs and services
- Identify, respond to and report to the General Manger on all areas of program risk

Stakeholders

- Develop and maintain effective corporate, government, non-government and community based partnerships, and stakeholder relationships that enhance GSANZ's profile and community presence
- Develop constructive, collaborative relationships with other GSANZ teams and departments
- Identify opportunities for new partnerships and collaboration
- Contribute to the development of formal agreements with stakeholders

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies always
- Maintain agreed quality standards
- Maintain OH&S standards always
- Address behaviour inconsistent with required compliance standards in a timely and appropriate manner

Leadership Capabilities

Community & Inter-Agency Relations

Network & Stakeholders – Reviews and manages services in response to changing needs of relevant groups in the community

Community – Represents the organisation and promotes awareness of key issues in community forums

Partnerships & Collaboration – Develops models and protocols for working in formal and informal partnerships with other community organisations

Social Justice & Stewardship – Demonstrates commitment to social justice and social inclusion, including the Good Shepherd Mission

Professionalism

Time Management – Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met

Ethics – Model GSANZ's values and behaviours and promotes high levels of conduct and behaviour

Taking Responsibility – Delegates to develop staff and accepts responsibility for actions of staff and teams under authority

Problem Solving – Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving

Communication

Verbal Communication – Provides informed, meaningful and relevant messages when communicating with staff and clients/members

Interpersonal Skills – Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution

Leadership & Collaboration

United Vision – Champions vision and missions and maintains a focus on the big picture

Team Collaboration – Manages team dynamics, supports productive working relationships and work-life balance

Diversity of Styles – Builds team spirit and supports team members' development

Resources, Assets & Sustainability

Financial Management – Prepares program and complex project budgets and reviews financial performance

Sustainability – Identifies and manages financial risks and develops protocols for sustainable purchasing

Service Delivery

Reflective Practice – Disseminates, promotes and develops reflective and evidence-based practice models

Knowledge of Client Issues – Maintains high awareness of client issues as impacted by political, economic, social and technological change

Client Outcomes – Fosters a culture of excellence in service delivery and client outcomes

Diversity – Supports teams to value and work effectively with client from diverse communities

Client Confidentiality & Dignity – Creates systems and policies for protection of client confidentiality

Partner with the Quality team to ensure programs meet accreditation standards; including ISO 9001, Human Services Standards and Rainbow Tick Accreditation

Leading Change & New Ways of Thinking and Working

Change Management – Implements change management processes and monitors progress

Creativity & Innovation – Establishes ways to capture, communicate and share innovative ideas and practices

Technology – Researches and implements new technologies to strengthen the organisation and improve business practices

Governance

Strategy – Supports the execution of GSANZ's Strategic Plan, in partnership with the Executive and program leaders

Quality – Manages implementation of quality systems and ensures that quality outcomes are achieved

Risk Management – Manages risk and supports others to understand operational risks and reporting

Legislation & Compliance – Manages work practices to comply with relevant legislation and licensing requirements

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- **Reconciliation**
- **Value of each person**
- **Justice**
- **Zeal**
- **Audacity**