



Title	Program Manager, Family & Youth Victoria
Reports to	General Manager – Safety and Resilience
Direct Reports	Team Leaders– (Bayside Peninsula and St Albans)
Last Updated	May 2019
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role in advancing it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and to support our communities to thrive.</p>	
Role Purpose	
<p>The Program Manager Family & Youth Services is based at our St Albans office and leads a multidisciplinary team of practitioners across Victoria. We are currently located in the Bayside Peninsula Region and in the North and Western suburbs of Melbourne. This team includes integrated family services and youth homelessness. This role also works with the Program Manager, Family Violence Victoria to support a team of staff (including one of two Team Leaders) and stakeholder relationships in The Orange Door, Frankston.</p> <p>This multidisciplinary role brings together the Program Manager’s experience and understanding of people leadership, quality and service improvement to ensure the delivery of valued services and outcomes to clients consistent with service agreements and Good Shepherd’s vision and strategy. They will oversee the operational and strategic management of a number of exciting projects, new initiatives and pilots and ensure monitoring of budgets, workforce planning and resourcing. They will also ensure timely and accurate internal and external reporting, build relationships with stakeholders, identify and respond to service delivery risks and actively participate as a member of the Management Team. The Program Manager will develop and lead a highly competent, engaged and professional team.</p> <p>Core responsibilities include:</p> <ul style="list-style-type: none">• Ensure GSANZ’s delivery of high quality, integrated and person-centered services to clients to achieve the outcomes agreed with funding providers, service delivery partners• Provide strategic and operational leadership to a state wide team to deliver quality services• Support the growth of GSANZ’s services through business development opportunities and strategic partnerships with funders and community organisations• Provide strategic input to system and organisational improvements• Build and participate in external stakeholder partnerships and governance networks• Drive implementation of LGBTIQ and other cultural inclusion initiatives in the team as required	
Qualifications, Experience and Mandatory Requirements	

- Appropriate tertiary qualifications in Social Work, Health Services or a related discipline is essential
- Experience in quality and management, well developed consultation and collaboration skills and be able to work in complex work environments
- Demonstrated experience in leading and managing staff
- Experienced in managing service contracts and capacity to negotiate with funding bodies
- Strong capacity to engage, negotiate and represent the organisation in complex partnerships
- Demonstrated ability to manage financial and non-financial resources in line with program requirements
- Demonstrated understanding of service quality requirements
- Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks.
- Capacity to develop programs in line with organisational goals
- Demonstrated commitment and alignment with organisational values
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Responsibilities

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Work with Service Excellence National Manager to implement best practice frameworks

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Provide safety leadership including identifying and addressing, investigating and reporting of health and safety risks and incidents.
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client in order to reflect and improve on own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Ensuring services are integrated throughout the state and interstate
- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Look for opportunities to balance workload with other team members as required to ensure targets are met
- Maintain agreed case load
- Provide timely reporting in line with department requirements
- Partner with the Quality team to ensure programs meet accreditation standards; including ISO 9001, Human Services Standards and Rainbow Tick Accreditation.
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance with funding body and agency standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

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

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
- The Value of Each Person
- Justice
- Zeal
- Audacity