

<b>POSITION TITLE</b>	Programs Manager
<b>REPORTS TO</b>	Executive Officer
<b>LOCATION</b>	Mildura
<b>EMPLOYMENT BASIS</b>	Full time - 2 year fixed term contract
<b>CLASSIFICATION</b>	SCHADS Award Level 6
<b>DATE UPDATED</b>	August 2023

## **ORGANSATIONAL BACKGROUND**

Sunraysia Mallee Ethnic Communities Council (SMECC) has been operating for over forty years and is governed by a Board of Directors from diverse professional and cultural backgrounds within the Sunraysia region. The organisation provides services to migrants, refugees and members of culturally and linguistically diverse (CALD) communities to support and facilitate their social and economic participation within the broader community.

Services include resettlement and family support programs, advocacy, education and capacity building, play groups and programs for youth and a food distribution hub. These services are delivered with funding support from Federal and State government departments, philanthropic agencies and relationship partners.

SMECC currently employs approximately thirty staff from diverse cultural and linguistic backgrounds. Its facilities include a main office complex in Mildura along with small offices in Swan Hill and Robinvale.

## **THE ROLE**

The Programs Manager reports to the Executive Officer and is responsible for effective management of SMECC's programs and program staff. The Programs Manager works alongside the Executive Officer to plan and deliver quality program and service outcomes in accordance with the strategic directions and priorities set by the Board of Management.

## **SPECIFIC ACCOUNTABILITIES**

- Program planning, implementation, management and evaluation
- Support and oversight of SMECC's program staff
- Public Relations and Communications
- Reporting and Compliance

<b>KEY RESPONSIBILITIES</b>	
<b>Program Planning and Management</b>	<ul style="list-style-type: none"> <li>▪ Ensure programs and services offered by SMECC align with the organisation's mission and reflect the organisation's priorities and approved budgets.</li> <li>▪ Work closely with the Executive Officer to:               <ul style="list-style-type: none"> <li>- Identify service needs and gaps.</li> <li>- Undertake Financial planning and development work on program related sponsorships, grants, and contributions.</li> <li>- Keep appraised of ongoing program related budget matters relating to vulnerabilities and resourcing opportunities.</li> </ul> </li> <li>▪ Prepare budgets and submissions for program funding.</li> <li>▪ Ensure processes for evaluation, impact assessment and continuous improvement for all client services programs are embedded in recording and reporting systems.</li> <li>▪ Responsible management of program budgets and resources ensuring compliance with funding and organisational requirements.</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>▪ Oversee the recruitment and selection of program staff</li> <li>▪ Ensure all program staff are provided with the necessary induction and appropriate ongoing training.</li> <li>▪ Make promotion, reassignment and/or release recommendations to the Executive Officer.</li> <li>▪ Provide direction in planning and coordination of program service delivery.</li> <li>▪ Supervise program staff using SMECC's performance monitoring process.</li> <li>▪ Provide a positive leadership style which promotes collaboration and success.</li> </ul>
<b>Public Relations and Communications</b>	<ul style="list-style-type: none"> <li>▪ Establish good working relationships and collaborative arrangements with community groups and agencies and the media.</li> <li>▪ Deliver program related presentations to community organisations as appropriate.</li> <li>▪ Communicate with partner organisations, consortium members, government and philanthropic agencies to build relationships, promote the organisation and deliver on all contractual arrangements.</li> <li>▪ Identify and prepare proposal documentation for potential funding applications.</li> </ul>
<b>Reporting and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Provide Executive Officer with regular program reports as directed.</li> <li>▪ Prepare reports for funding bodies ensuring compliance with deadlines and required reporting frameworks.</li> <li>▪ Ensure legal and governance compliance in all programs and activities</li> <li>▪ Contribute to the development of the SMECC annual report and coordination of the AGM.</li> </ul>

<b>KEY RELATIONSHIPS</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>▪ Reports to and takes direction from the Executive Officer</li> <li>▪ Manages and supports Program staff</li> <li>▪ Works closely with relevant finance staff to plan and manage program budgets</li> <li>▪ Works collaboratively and respectfully with all staff across the organisation</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>▪ Establishes good working relationship with CALD community organisations</li> <li>▪ Maintains positive and productive relationships with clients, partners, stakeholders and service providers.</li> <li>▪ Maintains positive relationships with consortium members, government departments and philanthropic agencies.</li> </ul>

SELECTION CRITERIA	
<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Exceptional leadership, management, facilitation and organisational skills</li> <li>2. Knowledge of and experience in the community social services sector, preferably in a multicultural context.</li> <li>3. Experience in preparing funding proposals/submissions and grant management.</li> <li>4. Knowledge of program performance evaluation processes</li> <li>5. Excellent verbal, written and interpersonal communication skills and ability to interact effectively with people of socially and culturally diverse backgrounds.</li> <li>6. Personal attributes including integrity, fidelity, resilience, good judgement and the ability to work collaboratively with others.</li> <li>7. Proficiency in computer skills using the Microsoft suite of programs; internet and social media; and online meeting platforms.</li> <li>8. Unconditional current Victorian driver's license</li> </ol>
<b>Desirable</b>	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in social sciences or management</li> <li>2. Experience in working with program teams in the not-for-profit sector</li> <li>3. Competency in languages other than English.</li> </ol>

ADDITIONAL CONDITIONS OF EMPLOYMENT	
<b>Pre employment checks</b>	<ul style="list-style-type: none"> <li>▪ Proof of Identity</li> <li>▪ Criminal History check</li> <li>▪ Working with Children check</li> </ul>
<b>Other</b>	<p>The Programs Manager position will be based at SMECC's main premises in Mildura, however some occasional travel to SMECC's regional offices in Swan Hill or Robinvale, elsewhere in the region or interstate may be required in the conduct of SMECC business.</p> <p>Work is generally conducted within the organisation's regular business hours, however due to the nature of this role, some out of hours may be required.</p>

Approved Copy:  .....

**EXECUTIVE OFFICER**

28.08.23 .....

**DATE**

<b>Agreement:</b>		
I have read this Job Description, understand its contents and agree to abide by it to the best of my ability.		
.....	.....	.....
Employee Name (please print)	Signature	Date