



## POSITION DESCRIPTION

**POSITION TITLE:** Programs Manager

**REPORTS TO:** Executive Officer

### FUNCTIONAL

**RELATIONSHIPS:** Internal- Management, Staff, Volunteers  
External-Service Providers, Community Members, Community Agencies and relevant department staff

**REMUNERATION:** (SCHADS) Social, Community, Home Care and Disability Services  
Industry: Social and community services employee level 7.1  
Full-time, 2 year contract. Subject to 6-month probationary period.

## ORGANISATIONAL BACKGROUND

SMECC first began advocating for Migrants in 1979. Over 40 years later the organisation continues to assist Refugees, Migrants, and all Culturally and Linguistically Diverse (CALD) individuals and families to participate both socially and economically within our community.

The Board of Management is made up of highly qualified businesspeople from the Sunraysia area as well as members of different cultural groups who are a vital part of the Mildura community.

## POSITION SUMMARY

The Programs Manager reports to the Executive Officer and is responsible for the successful leadership and management of all Programs and special Projects in accordance with the strategic direction set by the Board of Management and Executive Officer. The Programs Manager works alongside the Senior Management team to deliver quality program and service outcomes to SMECC clientele.

## SPECIFIC ACCOUNTABILITIES

- Program Planning and Management
- Oversee the planning, implementation and evaluation of SMECC programs and special events.
- Ensure the programs and services offered by SMECC contribute to the organisation's vision and mission and reflect organisational priorities and budgets.
- Monitor implementation and milestones of Programs and Projects, according to contracts.
- Monitor the delivery of the programs and events to maintain or improve quality.
- Develop all Workplans and relevant documentation for new programs
- Produce program reports as requested by relevant funding bodies.
- Communicate with Funders, Consortium members and Partner Organisations to ensure all contractual obligations are met.
- Contribute to the development of tender documentation and proposals

- Develop new opportunities for organisational growth and development
- Develop MOU and Sub-Contractor documentation.
- Maintain relationships with all Partner Organisations, Consortium members and Sub-Contractors.
- Provide regular program reports to Executive Officer.
- Assist in recruitment and selection of program staff
- Develop reporting mechanisms for team members within their programs and provide training for these tools.
- Monitor reporting mechanisms and work to improve all systems.
- Promote Professional Development opportunities for SMECC team members
- Financial Planning and Development work with Senior management team on program related sponsorships, grants and contributions.
- Liaise with the Finance Officer to monitor Program and Project spending.
- Represent SMECC at community activities to enhance the organisation's community profile and share information on programming and events.
- Develop and prepare marketing materials for SMECC programs and assigned events.
- Contribute to development of annual report and coordination of annual general meeting.
- Ensure legal and governance compliance in all programs and activities to mitigate risk as much as possible.
- Work with other Senior Management to design, develop and implement relevant Policies.

## **Human Resources**

- Recruit, interview and select program staff that have the technical and personal abilities to help further the SMECC mission.
- Ensure that all program staff receives an orientation to SMECC and appropriate training is provided.
- Supervise program staff using a performance management process which includes monitoring performance.
- Make promotion, reassignment and/or release recommendations to the Executive Officer.
- Financial Planning and Development work with Executive Officer on program related sponsorships, grants and contributions.
- Keep Executive Officer apprised of ongoing program related budget issues.
- Manage program budget and resources in a responsible manner.
- Contribute to and conduct staff performance appraisal.

## **Marketing and Communications**

- Represent SMECC at community activities to enhance the organization's community profile and share information on programming and events.
- Establish good working relationships and collaborative arrangements with community groups, the media, funders, and other agencies.
- Develop and prepare marketing materials for SMECC programs and assigned events.
- Conduct program related presentations to community organizations when needed.
- Identify and prepare documentation for potential funding applications.

## KEY SELECTION CRITERIA

- Excellent written and verbal communication skills.
- Ability to manage multiple complex and inter-related projects simultaneously while working in a highly collaborative team environment.
- Strong project management skills
- Previous experience in developing, maintaining and improving internal policies, procedures and document management systems
- Experience in developing tender documentation and managing contracts with consultants
- Ability to work in a highly collaborative team environment
- Ability to multitask across multiple fields of practice.

## QUALIFICATIONS/SKILLS

- Tertiary qualification and at least 5 years professional experience in working in project management, community development, public health or other relevant field
- Exceptional leadership, time management, facilitation, and organizational skills.
- Non-profit experience, working with program teams and/or marketing experience preferred, but not required.
- Experience in working with vulnerable/ marginalized client groups.
- Knowledge of change management principles and performance evaluation processes.
- Highly developed IT skills
- Drivers License essential

## ADDITIONAL CONDITIONS OF EMPLOYMENT

1. A current full driver's license is required. Proof of this is to be supplied on commencement and/or a VicRoads form "*Consent to Release information from VicRoads Records*" will be completed.
2. Pre-employment checks including proof of identity, qualifications and two referees are required. The successful applicant will be required to undergo a criminal records check.
3. A medical declaration will be required which would require the incumbent to attest to their ability to meet the physical demands and perform the tasks outlined in this position description.
4. Work is general within regular business hours but may be required to work out of office hours in any emergency.
5. Variations to statement of duties: The details of the statement of duties may be varied from time to time by SMECC Management to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent.
6. All SMECC staff are required to work in a manner which is consistent with its HR Manual, Code of Conduct and other policies and procedures, and to constructively support the organisation with continuous improvement progresses in these areas.
7. All SMECC staff are required to work in a manner which demonstrates; confidentiality, cultural sensitivity, inclusion, empathy, and non-judgment for those we support. This is to help ensure services are provided and managed efficiently, effectively, and equitably.

## **OCCUPATIONAL HEALTH & SAFETY**

### **Employees will:**

- Take reasonable care of their health and safety.
- Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace.
- Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations.
- Work in a safe manner and adhere to all safe working procedures and practices.
- Encouraging others to work in a safe manner.
- Participate in a consultation process ensuring discussion, sharing, and recording of relevant OH&S information
- Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident.
- Report or rectify any unsafe acts or conditions that come to their attention.
- Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required.
- Participate in OH&S training and activities in a positive manner.