



Total Workforce Services

Applicant Information Package for the opportunity of

Program Manager Permanent Full Time

MISSION AUSTRALIA

Dear Applicant,

Thank you for your interest in the position. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description
- Selection Criteria

About the employer...

Our client Mission Australia is a non-denominational Christian charity that has been helping vulnerable Australians move towards independence for more than 160 years.

Every day they support people nationwide by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies and much more. They are generously supported by funders, partners and tens of thousands of everyday Australians, who make the work of our tireless volunteers and staff possible.

Mission Australia is committed to keeping children and young people safe with zero tolerance of harm or abuse and expect all employees and volunteers to reflect this commitment.

There is a lot more to know about this great organisation including their values, vision, history. Find out more about a [career with Mission Australia](#)

Some of the great benefits provided to employees...

A career with Mission Australia provides the opportunity to be part of a diverse, dedicated and friendly group of people who are passionate about making a difference in the community. Whether you're working directly with people in need at one of their community support services or are in a vital office role, as a Mission Australia employee you will grow both personally and professionally.

A career with Mission Australia can offer you rewarding experiences, opportunities for advancement and the chance to make a difference to the lives of Australians in need. They have an innovative and friendly culture that is guided by their values of compassion, integrity, respect, perseverance and celebration.

Mission Australia is an inclusive employer. They strive to reflect all the communities in which they work, in order to better serve their clients. They welcome and encourage applications from skilled and compassionate people from all walks of life across the nation that actively support their purpose and values. This includes women, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, people with disability, sexually and gender diverse people, people with lived experience of adversity and people of all ages.

Mission Australia ensures our employees are well supported, celebrated and compensated through:

- Salary packaging, which can add up to \$15,900 in tax-free pay per year (details via [AccessPay](#))
- Paid study, maternity and paternity leave
- Salary continuance insurance
- An Employee Assistance Program, a free and confidential counselling service and access to [chaplains support](#)
- Access to internal and external training opportunities and workplace mentoring
- Celebrate awards that recognise service and adherence to our values
- Generous discounts with health insurance and major retailers

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period. Details via [AccessPay](#).

About the Position...

This position is responsible for leading, managing and developing a team to deliver high quality and contractually compliant services to clients in a local community. The program supports families to provide the security, care and support that are so vital to a child's development.

Leading a team of 10 experienced and dedicated individuals across two sites - Kingswood and Mt Druitt, you will play a key role in the performance of the program. Your key responsibilities will be to:

- Lead a team in the delivery of program requirements to clients
- Influence service outcomes by providing training and development to staff
- Ensure service delivery achieves the required client outcomes, operating in a compliant manner within funding guidelines
- Develop and maintain key working relationships with relevant stakeholders
- Drive positive changes throughout the business and contribute to continuous improvements
- Review service outcomes and produce reporting to relevant parties
- Conduct staff performance reviews and follow up any staff grievances
- Prepare or assist in setting budgets and lead the financial management of the program

Position Details...

Location:	This role will work across two locations - Kingswood and Mt Druitt as you will manage teams across both locations
Hours per week:	38 hours per week
Term:	Permanent
Award Coverage:	Salary and conditions of employment will be as described in Mission Australia Enterprise Agreement.
Salary:	Salary for the role will be at Level 5. The Pay point to be determined with successful applicant dependant on experience etc.
Positions available:	There is 1 vacant position being advertised.
Reports to:	The Program Manager reports directly to the Area Manager or Regional Leader
Direct reports:	Direct reports to the Program Manager are 10 service delivery team members
Travel:	As this role will work across two locations, frequent travel will be required so a Driver's Licence is necessary

COVID-19...

The services this employer is funded to provide to the community is categorized as an essential service so has remained open during COVID-19 shutdown periods. Just some of the measures this employer has adopted to ensure they are providing a COVID-SAFE workplace for their employees are:

- Regular cleaning of the premises and other items
- Social distancing amongst the team but also with clients
- Providing hand sanitizer
- Providing personal protective wear for home visits
- Asking staff feeling unwell to remain home instead of coming in to work

Child Related Employment...

This role is classified as child related employment and as such, if you were the successful applicant, you would need to be able to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012) before starting work. A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the Office of the Children's Guardian website

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Recruitment process...

- Short listing of applicants for interview and notification is normally completed within a one to two-week period of the closing date for applications. Likewise, unsuccessful applications will be notified in this timeframe also
- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- It is standard practise to interview with a Selection Panel. This Panel is responsible for assessing applicants for the position based on the Selection Criteria. Selection panels are usually comprised of 2 or more members

Service Delivery: Program Manager (Category 2) Position Description

Program Manager: (Category 2) Service Delivery

Position summary

Responsible for leading, managing and developing a mid-size team to deliver high quality and contractually compliant services to clients in a local community. The Program Manager is accountable for the performance of the service and reporting on service outcomes. Develops and maintains effective working relationships with key stakeholders in the local community where service occurs.

Organisation information

Mission Australia Founding Purpose:

“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)

Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

Mission Australia Vision:

Pathways for life. Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.

Our Core Values: Compassion, Integrity, Respect, Perseverance, Celebration

Our Mission:

Walking alongside those in need, we help them to discover

- Pathways to strong families and healthy, happy children
- Pathways through a successful youth
- Pathways away from homelessness
- Pathways for life and work-ready skills
- Pathways to sustainable employment

Reporting lines and stakeholder relationships

- The Program Manager reports directly to the Area Manager or Regional Leader.
- Direct reports to the Program Manager are service delivery team members.
- Works with other Program Managers within their community to ensure the full range of MA services on offer are available to clients.
- Works with other Program Managers within their geographic area/ region to achieve consistency in the quality of delivery of like programs and to share ideas, knowledge and experience on how to improve the service.
- Supported with program advice, tools and resources by the Standards, Innovation & Practice group.
- Supported by HR and Finance resources.
- External relationships include key stakeholders and influencers in the local community where service delivery occurs.

Position responsibilities

Primary responsibilities:

- Leads the local team in the delivery of program requirements to clients, as per the agreed operating procedures and guidelines.
- Responsible for the co-ordination of delivery of the service commitments in order to achieve the required client outcomes, operate in a compliant manner and within the funding guidelines.
- Ensure the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives.

People Management and Performance

- Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports.
- Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required.
- Identify and support staff training and development needs.
- Respond to staff grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure.
- Undertake recruitment, selection and induction of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures.
- Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.
- Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award.
- Ensures that employee data and information is up to date and accurate
- Co-ordinate and manage volunteers where required

Financial Management and Administration

- Financial management including compliance with Program budgets and authorisation of Program expenditure.
- Provides timely and accurate reports on the service to the Area Manager [or Regional Leader].
- Provides timely feedback to the Area Manager [or Regional Leader] on risks, issues and opportunities

Work Health & Safety (WHS)

- Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with WHS requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented.
- Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the health, safety and welfare of employees, volunteers and clients at Mission Australia.
- Be accountable for the health, safety and well-being of staff by demonstrating compliance with internal policies and procedures related to WHS and Workers Compensation. Engage in consultation with staff, elected WHS representatives or workgroups to ensure that risk management planning, incident management, and safe work practices are implemented to mitigate risk to staff, clients, volunteers and members of the public. Minimise the financial burden of workplace injury by promoting early return to work which will reduce the duration of claims and workers compensation premium costs.

Other responsibilities:

- Actively support Mission Australia’s purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by Mission Australia in relation to Occupational Health and Safety.
- Actively support Mission Australia’s Reconciliation Action Plan.

Mission Australia Competencies

Program Managers will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected behaviours
Achieves Results	<ul style="list-style-type: none">• Adheres to and works within processes and systems to ensure efficient delivery• Asks for help when needed; works through issues with managers• Demonstrates courage in leadership to confront issues and risks• Is action oriented
Is accountable	<ul style="list-style-type: none">• Demonstrates accountability for own actions; delivers what is promised• Escalates issues appropriately and early• Exhibits honesty and integrity• Adheres to disciplines of tracking targets & consequence management within own team
Works and collaborates with others	<ul style="list-style-type: none">• Proactively offers assistance in achieving mutually beneficial outcomes• Involves others, shares information and ensures people are kept informed of progress, changes and issues
Builds sustainable relationships	<ul style="list-style-type: none">• Develops, builds and maintains internal and external relationships to ensure strategy is achieved• Role models respect and collaboration to maximise opportunities and organisation outcomes
Deals with ambiguity and complexity	<ul style="list-style-type: none">• Identifies risks, issues and opportunities and escalates in accordance with procedure• Assesses information and involves others in finding a solution• Communicates progress to teams
Inspires a sense of purpose and direction	<ul style="list-style-type: none">• Fosters an environment that focuses on client satisfaction and results• Leads by example with Mission Australia values• Advocates on behalf of the client; takes the client's perspective into consideration.
Communicates Effectively	<ul style="list-style-type: none">• Presents information, decisions and reasons clearly and concisely• Communicates plans, team progress and issues to team in a timely manner

Knowledge, skills and experience

- Relevant degree or qualification
- Demonstrated experience in staff supervision of a service delivery team
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements
- Demonstrated ability to develop and maintain effective relationships with key stakeholders
- Experience in budget and financial management
- Strong interpersonal and communication skills
- Demonstrated interest in community and social outcomes
- Current Drivers Licence
- A personal alignment with the values of Mission Australia

How to Apply...

Your resume should include details of your previous work history with a brief description of duties associated as well as your educational history. You should also include 2 professional referees (or be willing to provide these details at a later date if you proceed in the recruitment process).

All applicants will need to address the selection criteria as mentioned in the ad. The reason the employer requires this information as it helps them make an informed decision about your suitability for the role and if you should proceed to interview.

Addressing the selection criteria doesn't need to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

The apply please visit our website <https://www.totalworkforceservices.com.au/jobboard>

One you've submitted your application you will receive an email confirming your application was received successfully. If you do not receive this email within 24 hours please contact us.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please feel free to call us on (02) 4555 4634 or email jobs@totalworkforceservices.com.au

Thank you for your expression of interest regarding employment with this employer.

Good Luck!