

Role Profile

Position	
Position Title	Program Manager – Family Support
Business Unit/Program	Operational Services - Families
Relationships	
Reports to:	Senior Manager
Direct reports:	Family Workers Parenting Workers Casual Staff Volunteers
Purpose of the Position	
The purpose of the position is to develop, implement and oversee the effective delivery of the Program and provide support and leadership to Family and Parenting Workers.	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Responsible for the overall strategic direction of the programs as summarised in program guidelines, funding agreements and organisational strategic direction. • Ensure the effective use of resources to deliver a range of quality services and programs across the region. • Plan and design innovative strategies and projects that meet the needs of rural and regional communities, families and individuals and manage these through to delivery. • Oversee the development, monitoring and evaluation of operational program plans in line with the departmental requirements and the organisations strategic plan. • Develop work objectives, work practices and relevant policies and procedures to support effective program delivery • Attend relevant program operational meetings. • Maintain appropriate communication with key stakeholders. • Undertake relevant administrative tasks and duties related to program management including the preparation of required funding and management reports • Support student placements
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and procedures to enhance program functions • Maintain confidentiality • Implement and monitor quality improvement and risk management framework

People and Culture	<ul style="list-style-type: none"> • Participate in the recruitment and selection of employees and/or volunteers • Supervise, support and build capacity in staff and/or volunteers to perform their role well • Organise and chair regular team meetings to discuss progress, issues, planning and professional development 		
Financial	<ul style="list-style-type: none"> • Preparation of budget in consultation with the Executive Officer • Analysis and monitoring of income, expenditure and budgets within respective portfolios • Authorisation of expenditure within budgets, consistent with delegations 		
Work, Health and Safety	<ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements • Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace • Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders • Champion the values and principles of Intereach within all aspects of our work • Become familiar with all programs across the business • Actively promote Intereach services and programs within the broader community • Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	2
		Focus on results	2
	Partnership	Managing relationships	2
		Working as a team	2
	Social Justice	Acts courageously	2
Respects and values differences		2	
Selection Criteria			
Essential	<ul style="list-style-type: none"> • Minimum two years' experience working within the child and family sector • Solid case management experience, including engagement, assessment, planning, implementation, monitoring, review and closure • Strong leadership skills and demonstrated experience in program management including planning, implementation, evaluation and staff support • Highly developed interpersonal, organisational and time management skills 		

	<ul style="list-style-type: none"> • Experience working with people from Indigenous and Culturally and Linguistically Diverse backgrounds • Knowledge of State and Federal Government programs, funding and services • Solid understanding and working knowledge of issues facing vulnerable and hard to engage families
Desirable	<ul style="list-style-type: none"> • Experience working with Client Management Software • Knowledge of current Intereach programs and activities • Approved facilitator in any relevant evidence based parenting programs • A tertiary qualification in Children’s Services, Social Work, Community Services or Management (or equivalent)
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current NSW Working with Children Check • Current drivers licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	