

Role Profile

Position	
Position Title	Program Manager – Local Area Coordination Regional Support Team
Business Unit/Program	Operational Services – Local Area Coordination
Relationships	
Reports to:	Senior Manager
Direct reports:	Senior Local Area Coordinators
Purpose of the Position	
The Program Manager will provide operational management and staff leadership to support the development of a high performing regional team and a service culture that promotes person centred outcomes that reflect the rights of people with disability to exercise choice and control over their life.	
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"> • Oversee the day to day operations and logistics of the establishment and ongoing management and performance of the Senior Local Area Coordination Regional Support Team across all Intereach Local Area Coordination regions • Create a whole of team culture that empowers people with disability to develop their capacity to exercise choice and control over their lives • Prepare detailed and relevant reports as required • Contribute to the development, monitoring and evaluation of operational performance in line with organisational and contractual requirements • Develop, maintain and leverage relationships with partners, communities and other stakeholders to facilitate inclusion • Lead the team with enthusiasm and a solution focused mindset to achieve excellence in service delivery and person centred practices • Travel to Intereach LAC service delivery regions as required
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

	<ul style="list-style-type: none"> Supervise, support and build capacity in staff and/or volunteers to perform their role well Organise and chair regular team meetings to discuss progress, performance, issues, planning and professional development 		
Financial	<ul style="list-style-type: none"> 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 and NDIS 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"> Leadership experience at an operational level within a key area of disability support High level of communication skills and the ability to work as part of a team Demonstrated ability to prioritise and manage high workload effectively Demonstrated experience in community development and commitment to helping people obtain their goals through an empowerment-based approach Experience with highly accountable processes that are subject to external review 		

	<ul style="list-style-type: none"> • Computer literacy: Intermediate to advanced skills in Microsoft Office and the ability to quickly learn and use new systems • Tertiary qualifications in Social and Community Services or equivalent • Strong working knowledge of the requirements of the Partner in the Community Local Area Coordination model and the National Disability Insurance Scheme (NDIS)
Desirable	<ul style="list-style-type: none"> • Experience working with people from Indigenous and Culturally and Linguistically Diverse backgrounds • Specialist knowledge in an industry such as clinical, health, housing, education, mental health or HACC
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current Working with Children Check for relevant State • Current drivers licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	