



Position Description

Program Manager

Current Location:	42 Dight Street, Collingwood VIC 3066
Reports To:	Executive Director
Terms and Conditions:	Social, Community, Home Care and Disability Services Industry Award. Above Award Conditions apply.
Hours of Work:	38

Operational Context

fka Children's Services (*fkaCS*) is a not for profit organisation with a long history of supporting Early Childhood Education and Care services, dating back to 1908. *fkaCS* supports Children's Cultural and Linguistic Rights through the provision of advocacy, consultancy and resources.

fkaCS promotes the rights of all children to high quality early childhood education that recognises and values diversity where:

- Skilled staff incorporate multicultural perspectives in all programming
- The maintenance and development of languages other than English is promoted and children are supported to learn English as an additional language
- Children from all cultural backgrounds have equal opportunities to participate and achieve

Position Summary

Reporting to the Executive Director and serving as a member of the leadership team, this position's primary responsibility is ensuring organisational effectiveness by providing leadership for the organisation's service delivery functions.

The Program Manager will work under limited direction and is responsible for the day-to-day management of *fkaCS* professional support programs. This role includes the development of efficient processes and procedures to ensure the professional development needs of the sector, service agreements and contracts are addressed, as well as supervision of the professional support team.

The position also contributes to the development and implementation of organisational strategies, policies and practices.

By nature this position requires a mixture of services delivery and operational management.



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Position Context

The Program Manager will report directly to the Executive Director, will be an active member of the leadership team and will manage the day to day activities of the professional support team. The incumbent will liaise with all teams within *fkaCS*, members, the broader children's services sector, government departments and contract managers. This position will also provide, in partnership with the Executive Director, strategic reports and analysis to the Board of Directors.

Key Responsibilities/Outcomes

The Program Manager will:

- Design, implement and evaluate professional support and learning programs in line with *fkaCS* service agreements and contracts, based on the identified needs of members and the broader sector.
- Actively engage with members and the broader sector to ensure *fkaCS* service delivery is reflective of the needs of the sector.
- Ensure reporting regimes accurately reflect the outcomes achieved by the service delivered.
- Manage the professional support team to ensure all outcomes are met.
- Contribute to the development of the professional support budget and ensure resources are allocated appropriately.
- Evaluate and improve systems, processes and policies in support of *fkaCS* strategic goals specifically to support outcome reporting, information flow, service delivery priorities and organisational planning.
- Play a significant role in long-term planning, including initiatives geared toward excellence in service delivery, based on contemporary research on children's cultural and linguistic rights.
- Regularly conduct environmental scanning to ensure new opportunities are identified.
- Prepare timely and accurate reports to meet the requirements of the Leadership Team and the Board.
- In partnership with the Executive Director ensure compliance with all legislative and regulatory requirements, including industrial relations.
- Contribute to short and long-term organisational planning and strategy as a member of the Leadership team
- Identify and develop business plans and proposals for new opportunities.
- Represent the Executive Director and the organisation at external meetings as required.

Key Outcomes

- *fkaCS* professional support is effective, efficient, timely, and meets the needs of the children's services sector, funding bodies and purchasers.



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- Recommendations for new service support products are well researched, including full costing.
- Strategic advice developed in reports and papers is accurate, compliant and ethical.
- Liaison with all staff and relevant external providers is effective.

Selection Criteria

The following criteria must be met for consideration for this position:

Essential

- Understanding of and commitment to the objectives and values of *fkaCS*.
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Knowledge and experience in the design and development of professional support and learning programs.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Ability to work in a highly productive environment with time pressures and managing multiple tasks.
- Well-developed computer skills, including Microsoft Office.
- Strong interpersonal skills and an ability to work with a broad range of people from a variety of backgrounds and experiences.
- Ability to work autonomously, to exercise management responsibility for staff and self in order to meet deadlines.
- Demonstrated ability to take responsibility for a range of functions requiring a high level of knowledge and skills.
- Formal qualifications in Community Development or Early Childhood Education and Care.

Desirable

- Experience in the not for profit sector
- Experience in the design and management of professional support programs

Job Complexity, Skills, Knowledge

Level of Supervision/Independence

- Will work under limited direction from the others.
- Undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's strategic goals.
- Will require skills in managing time, setting priorities, planning and organising their own work and those of others.



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- Will include a range of work functions, which will span more than one discipline and involve the control of projects/programs.
- Required to set priorities, plan and organise their own work and the work of others and establish the most appropriate operational methods for the organisation.
- Will exercise a high degree of autonomy within the organisations strategic direction.

Problem Solving and Judgement/Risk

- Freedom to act governed by strategic goals.
- Will be expected to develop and define outcomes self and others.
- Contribute to the development and definition of the organisations structure and service/s.
- Ability to apply a body of knowledge including diagnostic skills and assessment of the best approach to a task.
- Exercise judgement and initiative to develop solutions where no procedure currently exists.
- Provide strategic advice which requires interpretation of external rules and regulations.

Professional and Organisational Knowledge

Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience, as well as knowledge of organisational programs, policies and activities.

Breadth of the Position

- Undertake managerial functions under a wide range of conditions to achieve results
- Exercise managerial control, involving planning, direction, control and evaluation of operations, including providing analysis and interpretation for a multidisciplinary operation.
- Will be required to exercise judgement and contribute critical knowledge and skills to strategic and operational planning.
- Will be required to administer complex policy, organisational and program matters.

Policies and Workplace Practices

All employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times. It is expected that at all times, employees will:

- Be cognisant with and uphold the objectives and philosophy of *fkaCS*.
- Be respectful towards the organisation, colleagues, clients and the general public.
- Act collaboratively with all colleagues.
- Act in a safe and responsible manner at all times.



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Other Requirements

All *fka* Children's Services employees are required to:

- Have a current Police Check.
- Promote equality of opportunity and diversity for all employees, children's services staff, children and families and service users in line with the *fkaCS'* policies and practices.
- Maintain personal and professional development to meet the changing demands of the job, participate in activities, encourage and support other staff in their roles.



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