

Northern Territory Regional Manager, Program Delivery

Work Unit	Program Delivery
Classification Level	4
Employment type	Full time (1.0) 12 month Fixed Term Contract
Work location	Darwin, Northern Territory
Reporting line	SA State Manager
Supervisory Responsibilities	1 x Community Development Officer
Date document created or updated	June 2019

Position purpose

The Northern Territory Regional Manager supports communities to build their resilience and capability to reduce the harm of alcohol and other drugs within the Northern Territory (NT).

The role plans, implements, monitors and continually improves the services and relationships within their purview, identifying opportunities to integrate services and projects to maximise community benefits and program efficacy. This is achieved through facilitating community-led prevention activities, health promotion and harm minimisation approaches, including through the delivery of the ADF's Local Drug Action Team and Good Sports Programs. The NT Regional Manager also represents the Program Delivery Unit in the management of at least one national program delivery priority, offering insight to ensure continuous improvement of our programs and services to communities, including Indigenous and/or remote communities.

Working alongside an Adelaide based State Manager, the NT Regional Manager plays a key role in supporting mutually beneficial stakeholder and funder relationships within the NT. They ensure contract compliance is achieved for regional and state-wide funding obligations in addition to identifying opportunities for growth and improved relevance of ADF programs and services in the community. The NT Regional Manager will lead the strategic engagement of stakeholders within the key sectors of government, health and welfare and sports. Furthermore they will take a lead role in planning and delivering public forums related to alcohol and other drug harm reduction and health promoting information.

The role contributes to the planning for the workforce required to deliver current and future integrated programs in their region, and to lead and inspire a small number of staff within their team. This could include the recruitment, support, coaching and performance management of personnel, and supporting staff awareness and affiliation to the values of ADF.

Organisational context

Celebrating almost 60 years of service to the community, the Alcohol and Drug Foundation is Australia's leading body committed to preventing alcohol and other drug problems in communities around the nation. Our aim is to create an Australian culture that supports people to live healthy, safe and satisfying lives, unaffected by drug and alcohol problems.

The Foundation's work reaches millions of people in local communities through sporting clubs, health care settings and schools, offering advice, information, drug and alcohol prevention programs and advocating for strong and healthy communities. The Alcohol and Drug Foundation is proudly independent and not-for-profit.

Our services and programs include:

- Alcohol and drug information
- Knowledge and Research
- Program Delivery
- Policy and advocacy

Organisationally, the ADF is characterised by 4 key values – Courage, Collaboration, Adaptability, and Impact. These are underpinned by a commitment to good governance.

For further information, please go to our website: <http://www.adf.org.au/>

Key Relationships

Internal Relationships:

- Head of Program Delivery
- State Manager
- Regional Managers
- Senior Community Development Officers
- Community Development Officers
- ADF staff and project teams

External Relationships:

- Alcohol and other drug agencies
- Community health and wellbeing agencies
- State peak sporting bodies, regional leagues and associations
- Local & State/Territory Government representatives
- Peak bodies representing Indigenous communities
- Community leaders
- Community sporting clubs
- Local police groups
- Contractors
- other funding and program partners

Responsibilities

Leadership

- Manage a territory plan which supports the effective delivery of an integrated suite of ADF programs which responds to the service needs and opportunities identified within the territory.
- Demonstrate initiative by contributing to the implementation and growth of new health promotions programs and services that are continually evolving to adapt to the delivery environment.
- Represent Program Delivery and take a leading role in the management of allocated national priorities/projects.
- Recruit, manage, train and evaluate the performance of assigned staff and contractors, to ensure established quality standards and performance targets are met.
- Guide and support staff awareness and affiliation to the values of ADF and role model behaviours that support the ADF's values and goals to create a culture and environment focussed around team, support and achievement.
- Identify, develop and strengthen strategic partnerships to meet the ADF's objectives.
- Commit to your own self-development to become a stronger and more effective leader.
- Contribute to the ADF's Reconciliation Action Plan and working group activities.

Program Management

- Utilise the ADF Salesforce system to plan, monitor, forecast and evaluate program targets and outcomes to deliver programs efficiently and to expected quality standards across the state.
- Report accurately and in a timely manner to the State Manager and other stakeholders through agreed structures
- Monitor performance of staff and contractors to ensure agreed targets, budgets, protocols and processes are adhered to.
- Ensure the effective delivery of all operational requirements of ADF programs, including provision of services in the community, stakeholder relationships and quality assurance.
- Manage and participate in ADF promotional and educational events, presentations and conferences in a variety of settings including community, corporate and Government.

Project/Program Development & Expansion

- Contribute to the ongoing expansion, adaptation and development of ADF programs as an active national team member, contributing knowledge from your team's local delivery experiences to inform ADF program priorities.
- Utilise knowledge and experience across a range of sectors including sport, health and community services to identify new business opportunities and develop strategies for effective and sustainable engagement.
- Contribute to ongoing program improvement and development through the management of partner feedback systems and staff performance to align with and strengthen business outcomes.
- Contribute to the survey data collection administered by the ADF Research team.

Strategic Partnerships

- Develop and manage purposeful relationships with key stakeholders including local government, regional health services, alcohol and other drug agencies and networks, sports organisations, police and peak bodies representing Indigenous and CALD communities to contribute to the delivery of ADF programs and achieve optimum outcomes for the local community and ensure alignment to the ADF's strategic purpose.
- Manage efficient and effective partner contracts and invoicing systems, adhering to required governance and systems protocols.

- Assist in the establishment and support of advisory and/or steering committees integral to state-based program and service delivery and the implementation of stakeholder and community forums, launches and events
- Support ADF business development and key relationship opportunities

Training

- Ensure the fulfilment and maintenance of training requirements for staff.
- Ensure the delivery of relevant training courses to Program partners and other community stakeholders.

Values

- Contribute positively to program growth in line with ADF's core values and guiding principles.
- Help create a culture and environment focussed around team, support and achievement.

Capability Profile

Formal Education

- Undergraduate qualifications in public health, health promotion and/or social sciences relevant to public policy and/or community programs.

Skills and Knowledge

Essential

- Experience in designing, leading and delivering multiple preventive health programs and products across a range of different community settings.
- An understanding of Aboriginal and Torres Strait Islander and CALD communities and culture and an interest in working together with communities to achieve outcomes.
- Strong promotional and business development expertise with the capacity to secure partnerships, achieve established targets and meet stakeholder expectations.
- Demonstrated experience working with regional and remote staff and/or stakeholders using a range of strategies to promote productivity, quality outcomes and alignment with relevant strategic objectives.
- Capability to identify and realise program innovations and opportunities with demonstrated skills in building and maintaining funder relationships
- Knowledge/Interest in issues associated with alcohol and other drugs, and an understanding of relevant state policies and laws related to alcohol and other drug use e.g. liquor licensing laws.
- An understanding of the culture, dynamics and politics of state and local government with a background or exposure to advocacy principles.
- Highly developed verbal and written communication and interpersonal skills, and with solid networking and presentation/public speaking skills to suit a range of audiences
- Ability to work autonomously, establishing credibility and professional engagement with a diverse range of stakeholders.

Desirable

- Understanding of how community volunteer organisations including sporting clubs and community led action groups operate.

Key Competencies (See table below)

Competency	Definition	Importance
Developing Others	Actively seeks to improve others' skills and talents. Provides constructive feedback, coaching, training opportunities and challenging assignments. Encourages development. Monitors performance and provides relevant feedback and advice.	Essential
Results Orientation	Takes responsibility and accountability for achieving requires actions and outcomes. Keen to complete tasks and see things through to the end.	Essential
Communication	Establishes open communication channels. Able to express own ideas and opinions in an appropriate manner. Receptive to others' communications.	Essential
Build & Maintain Relationships	Able to establish and maintain relationships with people at all levels. Values and protects effective relationships with employees, customers and suppliers, as appropriate. Builds harmonious and positive alliances with relevant professional contacts.	Essential
Judgement & Problem Solving	Makes rational, realistic and sound decisions. Considers all facts and alternatives available. Looks for causes, not just symptoms, and selects appropriate courses of action to solve problems.	Essential
Team Work	Cooperates and works well with others in the pursuit of team goals. Shares information and supports others.	Essential
Commercial Orientation	Attuned to financial and commercial matters. Focuses on costs, profits, markets, new business opportunities and activities which will bring the largest return.	Desirable
Motivating Others	Enthuses others and facilitates successful goal accomplishment by promoting a clear sense of purpose. Inspires a positive attitude to work. Arouses a strong desire to succeed amongst team members. Leading by example and arousing enthusiasm for a shared vision.	Desirable

Evaluation

Performance Objective	Measurement Criteria	Weighting (% of total job)
1. Increased adoption and progress of ADF programs, with effective management of programs.	<ul style="list-style-type: none"> Stakeholder relationships developed, managed and aligned to ADF strategy, with the purpose of maximising impact and regional growth of ADF programs ADF program delivery targets achieved as outlined in annual state operational plan State/Territory contributes to ADF program development and expansion State/Territory program delivery meets quality assurance standards 	35%

2. Effective support, training and development of staff and contractors.	<ul style="list-style-type: none"> • All staff and contractors complete induction, training and have defined performance measures • Identify and manage program delivery risks including performance of direct reports in a timely manner • Role model ADF values, demonstrating collegiate working relationship across the organisation 	25%
3. Increased promotion of ADF programs.	<ul style="list-style-type: none"> • ADF represented in identified settings, aligned to ADF's strategic purpose • Advocate for ADF programs through presentations to identified groups at a regional level 	30%
4. Astute financial management.	<ul style="list-style-type: none"> • Financial risks identified and managed • Partner contracts and supplier invoicing managed within established timelines • Regional budget balances or makes profit. 	10%