



## Position Description

### Position Details

**Position Title:** Program Manager

**Team:** People and Impact Team

**Reports to:** Chief Executive Officer

**Status:** Part time (0.8 FTE - FT)

**Salary:** Social and Community Services Level 5 or 6.

### The Organisation

Free to Feed is a non-profit social enterprise empowering refugees and people seeking asylum to overcome barriers to social and economic inclusion, and encouraging inclusive community attitudes through shared food experiences. Our program facilitates economic participation through paid training, employment and work experience. It breaks down barriers to achieving a sense of belonging, while offering general communities' exposure to new cultures, and puts a human face on refugees.

### The Program

The Free to Feed program supports and empowers people seeking asylum and refugees in Melbourne by offering them paid employment and training in the delivery of Free to Feed's events and catering. The program is delivered and supervised by trauma-informed staff, underpinned by a strong focus on participant wellbeing, and aims to build ongoing capabilities for workforce participation, which research tells us is a cornerstone for the social inclusion of refugees and people seeking asylum in Australia.

### Theory of Change

Refugees and people seeking asylum in Australia experience significant barriers to social and economic inclusion which can negatively impact their wellbeing and recovery and this is precisely the problem that Free to Feed seeks to address. Free to Feed theory of change is grounded in three core program pillars, economic inclusion, social inclusion and promoting awareness and understanding by the broader community. By providing hands on paid training and employment, Free to Feed seeks to enable economic participation, and promote stable and active livelihoods. Through connection to a highly supportive workplace and community, Free to Feed seeks to reduce social isolation and



increase a sense of belonging and connectedness. And Free to Feed events are designed to humanise people seeking asylum and refugees in the community through building awareness, empathy and solidarity.

## Values

**Positivity:** We focus on the positive aspects of every story and moment. Our mission to advocate for, nurture and encourage our participants is grounded in hope and optimism. Our mission to educate, entertain and inspire our customers is driven by joyful celebration. We seek at all times to build others up, be it our participants, volunteers or staff, helping them reach their goals and potential. We go about our work excited about what we can achieve with this outlook!

**Respect:** We make every effort to understand and warmly welcome our participants and express care for the challenges they are facing, even where they don't pertain specifically to their work. We provide and promote honest, respectful and constructive feedback across our team and program.

**Curiosity:** We believe curiosity is the pathway to empathy and inclusion. To foster curiosity and learning, we provide a place for gathering, conversation, cultural exchange, story-sharing and connection. We endeavour to seek out the information and support required to do a great job, and we get creative through problem-solving. We are continually curious about how we can be better at what we do and we enjoy testing new ideas.

**Enlightened Hospitality:** We always deliver our services in a warm and professional manner and we give attentive care to all interactions. We believe in genuine hospitality and we aim to exceed our customer's expectations with the quality of our food, event management and service.

## Role Summary

Apply your expertise, trauma informed practices and deep experience to employ and engage people seeking asylum in our vibrant and dynamic social enterprise!

The Program Manager is a newly created senior position reporting directly to the CEO in a role that is both strategic and involved in the direct support of participants. You will work with the CEO to design and implement systems that



advance the engagement, participation and wellbeing of Free to Feed participants and the strengthening and development of Free to Feed's economic and social inclusion program.

You will lead the People and Impact team and oversee the employment program that engages 30-45 people seeking asylum per year. You will also work with your team to engage with and monitor participants' progress including conducting psychosocial assessments and using your knowledge of trauma informed practice models for people seeking asylum and refuge.

You will be working with people of all ages and various ethnic, religious, and life backgrounds. This will include working with refugees having permanent residence or citizenship in Australia, Temporary Protection Visa holders (TPV), Special Humanitarian, Enterprise Visa holders (SHEV) and asylum seekers living in the community on Bridging Visas.

### **Personal Qualities**

You are a strong leader with a strategic focus, who is collaborative in your approach, a clear communicator and shows respectful boundaries. You value engaging directly with people seeking asylum as an important part of grounding your strategic work.

### **Key Responsibilities**

#### Program Development

Manage a program of work and teamwork plan that reflects Free to Feed's trauma - sensitive and sustainable program design.

- Conduct thorough psycho social assessment of program participants
- Conduct timely program planning and evaluation to ensure program is meeting established strategic goals
- Design / implement relevant policies and procedures for participants, volunteers and staff
- Design and implement trauma sensitive resources for the delivery of high-quality programs.
- Lead the design of a risk framework in consultation with CEO
- Lead the design of onboarding and transition systems for participants.



- Design, develop and implement a wellbeing audit / project including implementation strategy for the recommendations in the wellbeing project.

### Manage Program

Management of the Free to Feed Program to ensure it is implemented in line with agreed strategic purpose.

- Line management of Volunteer Coordinator and Participant Support coordinator positions.
- Responsibility for delivery of high-quality services and resources with economic and social outcomes.
- Locate each participant within the wider employment services/ecosystem for people seeking asylum.
- Regular contact and M&E with participants to ensure planned social, training and employment seeking activities remain relevant to the participants' needs.
- Provide expert guidance and assistance in the identifying participant needs for inclusion within their profile.
- Design and implement an evaluation framework that monitors how Free to Feed supports the wellbeing of participants.

### Wellbeing / OHS

Maintain a safe and healthy workplace and work spaces that actively support Free to Feed's policies and procedures, including implementing recommendations from The Wellbeing Project.

- Oversee and implement wellbeing policies and procedures as they relate to participant, staff and volunteer engagement in programs
- Maintain / develop trauma sensitive work systems and practices for staff, participant, volunteers
- Respond to, and manage, escalated issues relating to participants, volunteers and staff and their safety, ensuring appropriate referrals as needed
- Provide regular staff support and line manager supervision,
- Develop peer support processes and supervision that centres around participant wellbeing
- Develop and maintain participant support referrals to external providers
- Participate in monthly reflective practice group supervision with staff



- Work with evaluation expertise to design program outcomes and wellbeing measures that can be measured and evaluated

### Staff Management

Lead, motivate and mentor staff to achieve individual potential and organisational goals ensuring compliance with guidelines and policies

- Manage team to ensure effective implementation of the program
- Plan and support staff professional development needs
- Direct daily work, monitor and manage performance, resolve issues as they arise
- Recruitment, induction, training and performance management of staff as required.

### Coordination

Work closely with the Junior Participant Support Coordinator for intake and onboarding, monitoring, review, training, resource development and transition of participants.

- Participate in participant review meetings, monitoring and evaluation and oversee supports as required

### Reporting / Administration

Maintain all administrative requirements for the team in accordance with organisational standards in a timely and efficient manner

- Prepare reports, collect and provide data to full reporting requirements as necessary
- Record and manage personal data, information and conversations in reporting templates, ensuring participant privacy and confidentiality meet legal requirements, including the Privacy Act 1998
- Help to convey sensitive information and instructions (where participant's situation/vulnerability impacts their work) to the team.

### **Selection Criteria**

#### **Qualifications**

Tertiary qualifications in psychology or social work are essential. Post Graduate qualifications or substantial professional development in Humanitarian work,



Psychology or Senior Social work are highly desirable. Eligibility / membership of the Australian Psychological Society or the Australian Association of Social Workers highly desirable.

## **Skills**

### Essential:

- Leadership experience in the humanitarian or community / NFP sector
- Demonstrated understanding of trauma informed practice models
- Highly developed skills in relation to working with people seeking asylum and of refugee background
- Excellent intercultural communication and rapport building skills for working with people from CALD backgrounds.
- Understanding of the employment ecosystem and services for people seeking asylum.
- Excellent communication skills – written as well as the ability to confidently and clearly speak about complex issues and guide impactful conversations
- A collaborative approach and experience leading collaborations.
- Excellent time management skills including managing competing demands within tight timelines

### Desirable

- Practice skills in relation to working with people of refugee backgrounds
- M&E / Program development including using a positive, strengths based to assist people to overcome barriers and disadvantage
- Good relationship management skills
- Evaluation skills and/ or experience
- Project management experience

## **Knowledge**

### Essential

- A deep understanding refugee resettlement experiences and recovery stages

### Desirable

- Practice knowledge related to working with refugee survivors and trauma
- A working knowledge of Victorian health and community services
- Project management approaches and frameworks.



## Free to Feed

Please submit a copy of your CV, cover letter and a short introductory video (4 minutes maximum & i-phone quality) to [hello@freeto.org](mailto:hello@freeto.org) with the subject line "Program Manager Application: Your name" Applications close at 5.00pm on Sunday July 5th 2020. In your video please address the following:

- A. An introduction and your proudest personal or professional achievement.
- B. Your experience with, or reflections on, the economic and social barriers for people seeking asylum.