

# Job Description

Program Manager



Reporting to	Senior Manager
Classification	SCHADS Award, Level 6
Location	Dependent on program

## About ACSO

The agency was established in 1983 as the Epistle Centre by ex-offender Stan McCormack, to support prisoners find housing, employment and stop their offending behaviour. Over 30 years ACSO has grown and diversified to provide life changing support programs for people in, or at risk of entering, the criminal justice system.

ACSO is an organisation with a bold vision for a community where everyone has the opportunity to thrive, and prison truly is the last resort. It's our goal to reduce re-offending, and our purpose to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

### Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

### Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

### Our Ethos

"Create another chance"

### Our Core Values

**Passion;** Our heart and passion are at the core of everything we do.

**Belief in Humanity;** We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

**Integrity in all we do;** We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

**Innovative spirit;** We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.



## Purpose of the position

The Program Manager will apply a sound understanding of operational principles and service delivery requirements to their respective program, and guide and support their Team Leaders in the creation of a high-performance culture. Program Managers oversee the achievement of program KPIs, manage escalated operational issues and report to the Senior Manager on identified risks, incidents and performance concerns in a solution-focused manner. They are responsible for managing their budget, staff and other program resources; for identifying workforce skill gaps, and facilitating workshops and forums for employee professional development to increase workforce capability. Program Managers are expected to maintain relevant external stakeholder relationships in their area of practice.

## Deliverables

- Manage your program's operational service delivery to achieve contractual terms and organisation objectives
- Lead recruitment activity for your program in line with organisational processes to hire and retain top talent within your program
- In consultation with Senior Managers, track and manage your program budgets
- Lead, coach and develop your Team Leaders to create a high-performance culture
- Conduct performance development and planning sessions
- Conduct performance management for your direct reports, where required, in consultation with People and Culture and Senior Management
- Facilitate skill development and knowledge sharing within your program through the identification of skill gaps and facilitation of workshops, forums and related 'communities of practice'
- Develop operational systems and practices necessary to deliver your program, and monitor and evaluate compliance and effectiveness
- Review and update these systems and practices in consultation with relevant internal stakeholders to ensure best practice methods are in place and these work practices achieve desired business outcomes
- Report to Senior Managers on program performance across all key metrics

## Qualifications

### Essential qualifications

- Minimum Bachelor level qualification in an area relevant to the program being overseen or;
- A related tertiary qualification and significant relevant work experience

### Desirable qualifications

- Post Graduate qualification in commerce, management or leadership, or working toward

## Key Selection Criteria

### Essential experience

- 5+ years sector experience with some experience at management level
- Extensive experience in, and knowledge of, the program area
- Experience and demonstrable success in leading others to achieve performance outcomes
- Experience in managing underperformance issues to fruition
- An ability to communicate with a variety of stakeholders in a way that is appropriate for the audience
- Effective negotiation and influencing skills
- A strong business acumen with prior experience in contract and financial management
- Strong understanding of industry trends and activity related to the program area
- Well-developed personal insight and an ability to self-reflect on management of self and others

## Core Competencies

- **Evaluation problems;** examining information, documenting facts, interpreting data
- **Building relationships;** interacting with people, establishing rapport, impressing people
- **Communicating information;** convincing people, articulating information, challenging ideas
- **Providing leadership;** making decisions, directing people, empowering individual
- **Adjusting to change;** thinking positively, embracing change, inviting feedback
- **Driving success;** taking action, seizing opportunities, pursuing goals

## Personal qualities & behavioural traits

### Essential qualities or behaviours

- Strong and demonstrated commitment and alignment to the ACSO Vision, Values and Mission.
- Shows a commitment to the professional development of employees
- Demonstrates personal leadership and responsibility to ensure workplace safety and employee wellbeing practices form part of ACSO's standard 'ways of working', shows a commitment to personal and employee self-care
- Uses organisational knowledge to facilitate the achievement of organisational goals, objectives and strategies
- Communicates effectively and with influence, maintains open communication channels, is open and responsive to feedback
- Builds and facilitates collaborative working relationships.
- Utilises resources effectively and responsibly
- Shapes strategic thinking, facilitates innovation and continuous improvement.
- Is adaptable and resilient, facilitates flexibility and responsiveness to changing demands.
- Inspires and empowers others

### Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment.

<b>Police check</b>	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
<b>Working with Children Check or Blue Card</b>	A valid Working with Children check must be supplied by all new employees (at the cost of the employee)
<b>DWES Check</b>	Disability Workers Exclusion Scheme Check clearance through the Department of Health and Human Services. ACSO will initiate this process during the recruitment and selection process.
<b>Car Licence</b>	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.