



Australian Business Volunteers

POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Senior Program Manager
Current position holder:	None
Department:	Community-led Disaster Recovery & Resilience Building Program - Victoria
Location:	Victoria based role, with ability to work remotely from home and travel to disaster-affected areas
Reporting to:	Program Director, Community-led Disaster Recovery & Resilience Building Program
Supervisory role:	No
Liaises with:	<p>Internal</p> <ul style="list-style-type: none">• Senior Program Manager(s), Disaster Recovery team• Program Officer(s), Disaster Recovery team• Business operations and Volunteer engagement teams <p>External</p> <ul style="list-style-type: none">• Government: Local, State/National government public servants on the ground• Community stakeholders• Skilled business and Corporate volunteers with some corporate partner engagement• Other on the ground support agencies

PRIMARY OBJECTIVES OF THE POSITION

The Senior Program Manager will, in collaboration with the Disaster Recovery team, lead the implementation of the Community-led Disaster Recovery and Resilience Building program within designated regions in Victoria.

The objectives of this role are to:

- Engage with stakeholders in communities to develop relationships of trust.
- Support each community to achieve its own disaster recovery objectives.
- Network, collaborate and engage with other agencies (including government) as needed to promote efficiency, avoid duplication, and streamline support for communities.
- Strengthen community relationships with their local/regional network to support long term sustainable recovery outcomes.

KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

- Liaise with local/state/national government representatives on the ground to agree which communities ABV should approach.
- Scope needs, opportunities, and groups within the identified communities and, as appropriate, make the offer of support.
- Develop a project plan and schedule, with associated budget and resources and agree with the Program Director.
- Deliver on agreed project activities, managing to budget throughout the project life cycle including identifying and managing risks - taking corrective measures in line with risk mitigation plan.
- Coordinate project deliverables with other regions when there are identified interdependencies.
- Work with Program Officer to develop the volunteer roles required and with the Volunteer Engagement Manager to recruit suitable volunteers and on board them
- Brief community partners, aligning expectations of community partners and volunteers around the support to be provided.
- Provide ongoing monitoring, support, guidance to placement participants (volunteers and partners).
- Run regular coordination meetings with program volunteer group to facilitate peer mentoring, learning and troubleshooting, providing feedback to the Volunteer Engagement Manager as needed.
- Identify emerging needs of community and opportunities for further mediation and/or facilitation of integrated community place-based planning and agree next steps with the Program Director.
- As needed, refer community stakeholders to appropriate referral pathways.
- As agreed with the Program Director, facilitate community dialogue across diverse perspectives and mediate as required and/or facilitate integrated community place-based planning.
- Provide regular program reports and updates to feed into formal reporting and evaluation activities.
- Participate in Shire level recovery coordination meetings/forums and represent ABV at any other relevant events in the area as required.
- Provide coordination of logistics for any events, workshops and/or monitoring visits as required, with support as required.
- Any other duties reasonably required by the Program Director.

ACCOUNTABILITIES

- Act as key relationship holder for community partnerships and relevant local/state/national government representatives to support the effective delivery of the program and the strengthening of a sustainable local network for communities.
- Deliver program activities in the designated areas/regions as per authorised project plan to appropriate conclusion.
- Manage and report on program expenditure and forecasts for designated areas/regions.
- Build and manage an effective team (volunteers and staff) to achieve optimal outcomes for the project and volunteer/ corporate engagement.
- Escalate issues as required to Program Director

KEY PERFORMANCE INDICATORS

- Consistent provision of professional, high quality services as measured by:
 - Delivery on all agreements made with line manager (short, medium, long term)
 - High levels of community group take up of core program offers
 - Invited to participate in key regional initiatives, programs and events
 - Direct feedback to line manager from senior stakeholders
 - Positive formal feedback from colleagues, partners, volunteers and communities on services provided.

- Timely and accurate regular updates and project reports per reporting schedule.
- Identify learning opportunities and take initiative to engage in growth of competencies.
- Compliance with all ABV policies and procedures.

BUDGET AUTHORITY

- None

SELECTION CRITERIA

Essential Requirements

- Formal qualifications in a relevant field e.g., community or international development, social work or similar.
- Minimum 8 years' experience in community engagement, mediation, facilitation, diplomacy and/or advocacy or a closely related field across a range of contexts. These could include contexts such as environmental, community, international, humanitarian/ emergency.
- Excellent understanding of trauma informed practice and approaches.
- Patient and personable with excellent interpersonal relationship and active listening skills with an ability to engage a wide cross section of a community, quickly building trust and rapport.
- Flexible and approachable with an ability to also set clear boundaries.
- Team player who is supportive and collaborative.
- Comfortable working online and competent in use of online collaboration and project management tools.
- Able to work remotely from manager, without a high degree of supervision.
- Committed to employing discretion and maintaining confidentiality in a professional and sensitive way.
- Willingness to work out of business hours as required, within reason and to travel for extended periods domestically and internationally as required to meet role requirements.

Desired requirements

- Experience in community engagement, mediation, facilitation, diplomacy and/or advocacy or a closely related field in the Australian rural/regional context.
- Experience working with traumatised communities through the disaster recovery process.
- Experience working cross culturally, particularly with Indigenous Australian communities.

I have read the above Position Description and it has been fully explained to me by my manager/supervisor. I understand that I may, on occasion, be required to perform tasks not stated above. I clearly understand the role and its expectations.



Position Incumbent:	Name _____ Date ____/____/____
	Signature _____
Manager /Supervisor:	Name _____ Date ____/____/____
	Signature _____
CEO	Name _____ Date ____/____/____
	Signature _____