

Position Description

Manager, Community and Education Programs

Position	Manager, Community and Education Programs
Team	Executive
Remuneration	SCHADS 7
Employment Type	Full Time, Permanent
Hours	38 hours per week (1 Full Time Equivalent)
Location	Cranbourne / Frankston / Hastings <i>From time to time the incumbent may be requested to work from, or be based at, other MiLife-Victoria sites and from home.</i>
Reports to	Chief Executive Officer
Effective Date:	September 2021

Program Overview

The Community and Education Programs provide in-home, home-to-community and educational support to adults with a disability. The services are funded by National Disability Insurance Scheme (NDIS) participants accessing group supports and Individual Support Packages (ISPs) as well as Adult Community and Further Education (ACFE) funding from the Department of Education and Training (DET).

Mi Home Individual and Personal Support provides support with personal care in the home. Mi Sport Recreation and Leisure, a home-to-community program aims to provide adults with a disability with access to support they need to engage in community, promote positive social connection and support their mental health and well-being in a group-based or individual setting.

MiLife-Victoria's ACFE program supports adults with a disability to engage in pre-accredited courses focusing on core employability skills which facilitate access to further study, volunteering and employment opportunities.

Position Objective

The Manager, Community and Education Programs role aims to deliver exceptional client outcomes and improve organisational reach and impact. This role provides operational oversight and business development activities for the Mi Home Individual and Personal Support, Mi Sport, Recreation and Leisure and ACFE programs.

As a key member of the Executive, the Manager is essential in delivering on organisational strategic and operational objectives including high quality client care and business growth.

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Key Responsibilities

Key responsibilities include but are not limited to:

- Contribute to the Executive Management Team and support staff to execute the organisation's strategic and operational objectives
- Innovate to improve service delivery to meaningfully enable client participation and respond to emerging needs
- Undertake business development activities to maximise organisational reach and impact
- Implement and drive consistently high quality, client-centred and fit for purpose programs and services
- Provide support, guidance, coaching, leadership and empowerment to all direct reports
- Demonstrate leadership through advocacy, learning culture, service development and sound financial stewardship
- Actively champion employee engagement and maintain and positive workplace culture
- Instil accountability by modelling tight oversight of individual and organisation performance standards
- Establish and maintain consistent, objective program performance standards of accountability
- Lead continuous quality improvement processes to achieve high performance and maximise client outcomes
- Identify and foster a broad range of sustainable collaborative partnerships with consumers, and key stakeholders to develop of a broader service profile for MiLife-Victoria
- Develop and implement data collection and analysis processes to support continuous improvement, staff development and business development
- Take reasonable care for your own health and safety, and health and safety of others

Key Selection Criteria

1. Tertiary qualification in the Human Services field or equivalent
2. Demonstrated experience in leading, coaching and mentoring teams and high-quality people management
3. Ability to be accountable for own and other's performance. Ability to use professional judgement and make decisions in complex situations
4. Strong and clear communication skills, both verbal and written; proactively provides follow up as needed and can communicate sensitively and effectively
5. Excellent administration skills with high attention to detail and commitment to continual improvement of processes and procedures

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Key Selection Criteria continued

6. Strong financial management skills
7. Highly developed organisational, time management, negotiation, problem solving and budgeting skills
8. An understanding of evaluation frameworks and skills in data collection and analysis
9. Strong understanding of risk management
10. Excellent stakeholder relationship management skills and ability to provide high quality, professional customer service
11. An understanding of strategic thinking, planning and service development concepts

Additional Information

- MiLife-Victoria is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory NDIS Safety Screening, Working with Children Check and Police Records Check.
- This role involves frequent outreach. As such, it is essential that employees hold a current Driver's Licence.
- MiLife-Victoria offers generous salary packaging benefits.
- All offers of employment at MiLife-Victoria are subject to a six-month probationary period.
- MiLife-Victoria is committed to providing a safe, healthy and friendly working environment
- MiLife-Victoria prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- MiLife-Victoria expects all employees and volunteers to understand and behave in line with the organisation's purpose, values and code of conduct.