

POSITION DESCRIPTION



everyone's family

Position Title:	ON PAR, Program Manager
Incumbent:	New Role
Function & Team/Program:	Operations NSW/ ACT
Location(s):	Mt Druitt
Manager's Position Title:	Regional Community Development Manager NSW/ ACT
Manager's Name:	Alison Harwood
Date Prepared:	September 2019
Prepared By:	Alison Harwood
Approved By:	Wendy Field

Primary Purpose of this Position	
Provide local leadership and manage the successful implementation of the ON PAR program. The ON PAR (Participation, Attendance, Retention) program will provide an early intervention, child-centred, family-focused, intensive case management approach to support the wellbeing and improve educational outcomes for vulnerable children.	
Scope	
Direct Reports to this Position: By Position Title	
<ol style="list-style-type: none"> ON PAR program Case Workers ON PAR program Support Worker 	
Financial Dimensions controlled by this Position (Include key financial metrics such as revenue growth, income & expense budget, etc.)	
<ul style="list-style-type: none"> Program Budget ON PAR Brokerage Fund Internal financial reporting 	
Setting Priorities (how is work prioritised)	
How often does employee prioritise their own work? E.g. Daily, weekly, monthly, annually, other	Daily
How often does employee determine the priorities of others? E.g. Daily, weekly, monthly, annually, other	Weekly
Key Relationships (Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)	
Internal	<ul style="list-style-type: none"> NSW/ ACT Operations Team including General Manager and Regional Community Development Manager (RCDM) Other The Smith Family teams situated within ON PAR locations (Learning for Life, Communities for Children Facilitating Partner, Saver Plus, etc.) National Policy and Programs team including Head of P&P

	<ul style="list-style-type: none"> • National Research and Advocacy team including Head of R&A • National Office functions staff – Communications, Finance, People and Culture, BIS
External	<ul style="list-style-type: none"> • Local Primary Schools • Families and community members with lived experience • Specific CALD and Aboriginal and Torres Strait Islander led organisations and other associated organisations • Local Child and Family services including CALD and Aboriginal and Torres Strait Islander led organisations and other associated organisations • Brokered service providers • Commonwealth, State and Local Government departments • Businesses and peak bodies
Key Decision Making in this Role (<i>What are the key decisions and recommendations made in this role?</i>)	
<p>Decisions Expected</p> <ul style="list-style-type: none"> • Strategies to recruit and partner with service users • Identify partners and establish and maintain partnerships including formal MoUs and Agreements • Identify local forums, collectives and activities for participation by ON PAR program team members where there are opportunities to find leverage and provide local leadership • Determination of appropriate support required for team members including supervision and development • Scheduling of workload and activities • Appropriate use of Brokerage funds • Site operational matters (if senior role within location) • Expenditure within delegation and in line with budget 	
<p>Recommendations Expected</p> <ul style="list-style-type: none"> • Identify program-specific system areas that require improvement • Suggested improvements to program model and implementation • Staffing variations including team structure and employment • Selection, variation or cessation of brokerage arrangements • Site operational budget • Expenditure outside of approved budget • Changes to partner schools and other partnerships • Any variation from funded work • Data collection methodologies, platforms, reporting and ownership 	
Key Responsibilities / Accountabilities (<i>List the major areas from largest % of job to smallest</i>)	
Major Area: Program Quality and Fidelity	% of Job: 40%
<ul style="list-style-type: none"> • Support the establishment of relationships and agreements with schools, including data sharing agreements, and lead ongoing relationship management efforts • Develop and maintain positive relationships with key stakeholders including relevant government services, service providers and partner schools • Manage regular practice reflection and a clinical supervision schedule with team members, engendering a practice culture that is open, honest and reflective, in line with The Smith Family's partnership with the Parenting Research Centre • Monitor quality and fidelity of program delivery with a focus on evidence and outcomes (as per program logic and Theory of Change) • Contribute to ongoing evaluation and analysis of data and service user feedback to inform program adaptation and improvement • Ensure quality and legislated standards are adhered to 	

<ul style="list-style-type: none"> • Monitor use of brokerage funds to ensure they are directed to high quality and effective service delivery 	
Major Area: People Management	% of Job: 30%
<ul style="list-style-type: none"> • Effectively recruit and onboard new team members • Manage performance by having regular one on one meetings; giving and receiving feedback acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions. • Maintain a safe workplace by ensuring adherence to Work, Health and Safety, and other risk related policies and procedures and relevant legislation. • Guide and support team members in delivery of quality intensive case management program. • Clearly communicate team and organisation wide information to team members. • Ensure compliance with all relevant organisational policies and procedures. 	
Major Area: Project Management	% of Job: 30%
<ul style="list-style-type: none"> • Facilitate high level local strategic community relationships and partnerships to positively influence program delivery and service user outcomes • Responsible for the day to day oversight of sub-contracting arrangements with brokered partners and agreements with other partners for the delivery of key program outcomes • Manage effectively the financial arrangements of the ON PAR Program including budgets, monitoring expenditure and financial reports • Assist in the establishment of, and maintain systems to support data collection ensuring timely provision to Evaluation team • Timely provision of high quality data and reporting to monitor and measure progress and outcomes • Oversight of local administrative requirements including staff support, premises, work health and safety, resources, utilities, etc. 	

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- To successfully manage the expectations of a wide range of internal and external stakeholders in the delivery of a complex, clearly defined, professionally managed and implemented program
- To successfully deliver project and service user outcomes within a program model that is evidence informed *and* where some aspects will emerge and develop over time as informed by an evaluation
- Being agile and place responsive whilst working to a Program Logic and within resource constraints
- Management of Team members across multiple locations each with their own needs and characteristics
- Data management in the context of financial reporting

*(see over for **Qualifications, Experience and Competencies**)*

Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)

	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Degree Qualification in Social Work, Welfare or similar • Full current NSW Driver's Licence 	<ul style="list-style-type: none"> • Member AASW
Experience:	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Minimum 5-years' experience in Casework with young people and families • Demonstrated experience in staff leadership and supervision preferably in a case management context • Demonstrated knowledge of the issues faced by and pathways available for vulnerable families • High level program planning, implementation, reporting and data management skills • Understanding of child development, demonstrated commitment to the principals of child-centred practice and child right's • Establishing multi-stakeholder relationships within place-based context for the purposes of achieving program outcomes 	<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Awareness of the Australian Government Social Policy agenda for children and families
Competencies:	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Courage, resilience and emotional intelligence in leading a significant program in community • High level influencing and persuasive skills and the ability to initiate and drive change through partnerships • Demonstrated competency in working with community members, Aboriginal and Torres Strait Islander and CALD communities and organisations • Capacity to identify and analyse opportunities, exercise judgement and make decisions in a community setting • Ability to take a trauma informed, strengths based, whole of family approach to practice 	<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Capable of working in a matrix management structure, managing relationships with multiple stakeholders