

## MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE) (MIC)

### POSITION DESCRIPTION

<b>Position:</b>	Senior Manager – Strategic Projects (3 days a week for two years)
<b>Employer:</b>	Migrant Information Centre (Eastern Melbourne) (MIC)
<b>Reports to:</b>	CEO
<b>Location:</b>	Suite 2, 27 Bank Street, Box Hill 3128
<b>Contact person:</b>	Rachna Muddagouni, CEO, <a href="mailto:ceo@miceastmelb.com.au">ceo@miceastmelb.com.au</a>
<b>Closing Date:</b>	12 March 2025 ( 5.00pm)

#### Purpose

The Manager – Strategic Projects is responsible for the **end-to-end leadership, coordination, and delivery of all MIC projects**, with responsibility for **Family and Sexual Violence (FSV)** initiatives.

This role ensures that all projects have **clear implementation plans**, are delivered **on time and within scope**, meet **contractual, funding, and compliance requirements**, and achieve agreed **outcomes and impact**. The position provides **direct supervision to project staff**, oversees **all project acquittals and reporting**, and works closely with the CEO to manage risk, performance, and stakeholder relationships.

#### Background

MIC provides support to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne, covering the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Yarra Ranges, and Monash.

The centre's objectives include:

- provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of
- ensuring effective and culturally sensitive service provision to CALD individuals, families and communities by
- mainstream agencies;

- enhance existing links with and between a range of service providing agencies in the region;
- identify service gaps and/or shortfalls in relation to individuals and families from CALD backgrounds by mainstream agencies within the region and to provide advice and assistance related to appropriate service
- delivery in the development of new, alternative or additional services for people from CALD backgrounds to bridge gaps and shortfalls;
- assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;
- provide support and assistance to CALD community leaders and groups in the region, including auspicing groups where appropriate to undertake activities that reflect the values and objects of the MIC, where they do not have the means to apply for funding or facilitate activities on their own.
- investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- carry on any other activity which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

MIC is committed to ensuring that children and young people accessing the organisation are safe, respected, and protected, and that all Child Safe Standards are embedded in practice.

## Key Responsibilities

### 1. Strategic Project Leadership

- Provide oversight and leadership across **all organisational projects**, including FSV programs.
- Ensure each project has a **clear, documented project implementation plan**, including scope, milestones, risks, budgets, staffing, and outcomes.
- Monitor project progress and performance against agreed deliverables and KPIs.
- Identify, manage, and escalate risks, issues, and dependencies in a timely manner.
- Ensure alignment of projects with MIC's strategic priorities, values, and funding obligations.

### 2. Family and Sexual Violence (FSV) Portfolio

- Provide leadership and subject-matter oversight for all **FSV-related projects and initiatives**.
- Ensure projects are delivered using **trauma-informed, culturally responsive, and best-practice approaches**.
- Maintain awareness of relevant policy, legislative, and sector developments related to FSV.
- Support strong partnerships with specialist FSV services, community organisations, and government stakeholders.

### 3. Project Implementation & Delivery

- Oversee the **day-to-day delivery** of all projects, ensuring effective planning, coordination, and execution.
- Ensure project activities are delivered in accordance with funding agreements and service models.
- Troubleshoot implementation challenges and support project staff to resolve operational issues.
- Ensure continuous improvement through reflection, learning, and feedback.

### 4. Staff Supervision & Leadership

- Provide direct supervision, coaching, and performance management to **project workers and project leads**.
- Ensure staff are clear about roles, responsibilities, deliverables, and timelines.
- Support staff wellbeing, capability development, and accountability.
- Foster a collaborative, respectful, and high-performing project team culture.

### 5. Reporting, Acquittals & Compliance

- Hold overall responsibility for **all project reporting and financial acquittals**, in collaboration with finance and executive staff.
- Ensure reports are **accurate, timely, evidence-based**, and meet funder and contractual requirements.
- Oversee data collection, outcome measurement, and documentation across all projects.
- Ensure projects comply with organisational policies, funding conditions, and regulatory requirements.

### 6. Stakeholder Engagement

- Manage and maintain strong relationships with **funding bodies, partners, community stakeholders, and steering committees** (where applicable).
- Represent MIC in project-related meetings, forums, and consultations as required.
- Ensure clear communication and accountability with stakeholders regarding progress, risks, and outcomes.

### 7. Governance, Risk & Quality

- Contribute to organisational governance through high-quality briefings, reports, and risk management practices.
- Ensure project risks are identified, documented, monitored, and mitigated.
- Support audits, evaluations, and reviews related to project funding and delivery.

## Key Selection Criteria

### Essential

- Demonstrated experience managing **multiple, complex projects** end-to-end in the community, health, or social services sector.
- Strong experience in **project planning, implementation, monitoring, and reporting**, including acquittals.
- Proven ability to **supervise and lead staff** and hold teams accountable for outcomes.
- Demonstrated experience working in or alongside **Family and Sexual Violence** programs or closely related fields.
- Strong stakeholder engagement, communication, and relationship management skills.
- High level of organisational, analytical, and problem-solving capability.
- Understanding of working with **culturally and linguistically diverse (CALD) communities (members from CALD communities with lived experience encouraged to apply)**.
- Tertiary qualifications in social work, public policy, community development, project management, or a related field.
  
- Experience working with government-funded programs and contractual compliance.
- Formal project management training or certification.

### Other Requirements

- Working With Children Check
- Police Check
- Commitment to MIC's values of equity, inclusion, and human rights