



JOB TITLE:	Programs & Ops Manager
DATE:	27 April 2026
REPORTS TO:	Head of Operations/ CEO
LOCATION:	Melbourne
TIME:	5 days per week (7.5 hours per day)
ROLE TYPE:	Hybrid - min 2 days at a co-working space
SALARY:	\$85,000–\$100,000 FTE based on experience), plus superannuation and salary sacrificing options.
AWARD:	Social & Community Services (SACS) Employee — Level 3, Pay Point 1
TERM:	12 months fixed term with option to renew.

Organisational Overview

Founded in December of 2022, Left Write Hook is a survivor-led charity that empowers victim-survivors of childhood sexual abuse and gendered violence through its unique combination of writing, boxing, and peer support.

We deliver trauma-informed programs, train facilitators with lived experience, and contribute to research, advocacy, and systems change. Our work is grounded in the belief that survivors can reclaim their voice, strength, and sense of self through creative expression, movement, and community.

Why this role is needed

Left Write Hook is entering a phase of growth, including national expansion. This role is critical in ensuring that growth is supported by strong systems, clear processes, and consistent program delivery.

This role is critical to ensuring our programs run consistently and safely, while also supporting the development and refinement of the systems and processes that sit behind delivery.

The Program Coordinator will play a key role in holding the day-to-day coordination of programs, reducing operational pressure on the broader team, and helping to build a more stable and sustainable model for delivery.

JOB DESCRIPTION

Purpose of role

The Program Coordinator is responsible for the day to day coordination delivery of Left Write Hook's flagship 8-week writing and boxing programs across multiple locations. This role ensures programs are well-organised, effectively executed, and supported by consistent operational processes.

Left Write Hook is currently in a period of growth and transition. As such, this role is not only responsible for delivering programs, but also for supporting the refinement, development, and implementation of systems, processes, and workflows that will enable sustainable scale.

The Program Coordinator will work closely with the Head of Operations, Program Integrity Lead, Lived Experience Program Coordinator (Intake), CEO, and broader programs team to ensure delivery is consistent, efficient, and aligned with LWH's trauma-informed model.

Main duties and responsibilities

Core Objectives

Program Coordination & Delivery

- Coordinate the day-to-day delivery of multiple LWH programs.
- Support the end-to-end program lifecycle, from planning through to delivery and wrap-up, ensuring alignment across all stages including trouble shooting and driving solutions to better improve processes
- Manage program timelines, logistics, and communications to support smooth and consistent delivery
- Coordinate venues, scheduling, materials, and on-the-ground program requirements
- Recruit, schedule and contract facilitators and boxing coaches to support safe, compliant and effective session delivery
- Act as a central coordination point across program activity, ensuring clear communication and follow-through across the team so that facilitators, coaches, and venues are prepared and aligned
- Oversee participant intake to ensure a smooth onboarding process.

- Coordinate venue bookings, complete risk assessments, and ensure necessary agreements are in place.
- Maintain clear communication across facilitators, coaches, and internal team
- Ensure all stakeholders have accurate and timely information
- Troubleshoot day-to-day delivery issues and escalate where needed
- Collaborate with the Marketing & Community Engagement Coordinator and team to ensure the program delivery cycle is meeting all departmental processes and objectives.

Systems, Process & Operational Improvement

- Work closely with the Head of Operations to implement and refine program delivery systems
- Identify gaps, inefficiencies, and risks in current processes and proactively propose solutions
- Contribute to the development of clear, repeatable workflows and operational tools
- Use and maintain operational systems (e.g. tracking tools, templates)
- Update documentation and ensure records are accurate
- Support the organisation's transition toward more stable, scalable operations.

Stakeholder & Community Engagement

- Build and maintain relationships with community organisations, councils, and referral partners
- Support participant referral pathways in collaboration with intake and engagement roles
- Act as a key point of contact for program partners, ensuring clear and professional communication
- Coordinate opportunities for program presentations and community engagement

Participant Coordination & Experience

- Work with the Program Intake Coordinator to support participant onboarding and readiness
- Ensure participants receive clear, timely communication about program expectations and logistics

- Support a safe, respectful, and trauma-informed participant experience

Marketing & Program Promotion

- Coordinate program-specific marketing collateral and outreach in collaboration with the marketing function
- Support community engagement efforts to drive participation and awareness
- Assist with managing expression of interest processes and participant communications

Monitoring, Reporting & Compliance

- Track program delivery, attendance, and key milestones
- Maintain accurate records of program activity and stakeholder engagement
- Support reporting requirements for internal use, funders, and partners
- Ensure compliance with relevant funding, council, and organisational requirements

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties

Fulfill other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Qualifications in Community Development, Social Work, Project Management, or a related field are well regarded
- Certificate or Diploma in Project Management, Community Services, or similar practical disciplines is highly valued
- Training in Trauma-Informed Practice, Mental Health First Aid, or equivalent is desirable
- Training or experience in group facilitation, community engagement, or program delivery is advantageous

Experience

- Experience in program coordination, project management, or operations within community organisations, social impact, or start-up environments
- Demonstrated ability to manage multiple programs or projects simultaneously

- Strong organisational and logistical coordination skills
- Experience working with evolving systems and contributing to process improvement
- Ability to anticipate challenges and proactively problem-solve
- Strong written and verbal communication skills
- Experience working with diverse and/or vulnerable populations
- Applied experience working with AI in an ethical and innovative way that seeks to humanise voice and speed efficiency and process.

Knowledge

- Understanding of trauma-informed practice
- Knowledge of program delivery, coordination, and evaluation processes
- Awareness of risk management and safeguarding in community settings

Skills & competencies

- Demonstrated computer literacy and keyboard skills, including knowledge and experience with various software including business management and accounting programs and strong excel, database management skills
- Highly organised and detail-oriented
- Adaptable and comfortable working in a changing environment
- Proactive, with a strong sense of ownership and accountability
- Able to balance structure with flexibility
- Calm, grounded, and solutions-focused
- Strong interpersonal skills and ability to work across a small, collaborative team

Personal attributes

- Professional and collaborative approach.
- Professional presentation, confidence and positive behaviour at all times
- Flexible nature
- Willingness to travel and be proactive in approach
- Ability to work under pressure
- Organisational and time management skills
- Excellent attention to detail
- Confident manner
- Positive approach to change
- Demonstrated ability to work in a high-pressure team environment, manage time effectively and set priorities. As well as the ability to work in isolation to complete tasks
- Ability to remain calm and provide professional leadership, during tense and unpredictable situations

- Excellent written and verbal communication, time management and organisational skills
- Ability to undertake research, analyse data and prepare summary recommendations for reports or responses to enquiries on behalf of the CEO.

Other

- This role may require occasional weekend work in line with program delivery
- The position is subject to organisational capacity and funding, with potential for ongoing engagement
- Clean driving licence (essential) as will need to travel to venues and help transport some items for program delivery at storage (inner city).

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

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 Employee

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 Date

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 Manager

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 Date