

# Ucan2 Program Leader Position Description

## Position details

<b>Position Title:</b>	Ucan2 Program Leader	<b>Reports to:</b>	Manager Sector Capacity Building
<b>Team:</b>	Ucan2	<b>Program Area:</b>	Community and Sector Capacity Building
<b>Classification:</b>	Level 7	<b>Location:</b>	Brunswick
<b>Status:</b>	Ongoing	<b>Hours:</b>	1.0 EFT

## Organisational purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

### The Area

The Ucan2 program sits within the wider Community and Sector Capacity Building (CSCB) program at Foundation House. Community and Sector Capacity Building (CSCB) is an innovative program area designed to facilitate and support the development, growth, and empowerment of communities of refugee backgrounds to recover from pre-arrival trauma and resettle positively. CSCB teams work to strengthen these communities across Victoria, helping them to thrive. Complementing and strengthening this work, CSCB also leads a program that builds on the capacity of the refugee and humanitarian service sector, enabling mainstream health, mental health and wellbeing and education sectors to better understand the refugee and asylum seeker experience and enhance their responsiveness and service delivery effectiveness of their service for communities from refugee and asylum seeker backgrounds.

### The Role

The Ucan2 Program Leader provides leadership and management of the Ucan2 Program within the Community and Sector Capacity Building program area.

The Ucan2 Program promotes and supports pathways to further education and employment opportunities for young people aged 16-25 years from refugee backgrounds, while supporting their recovery from traumatic refugee experiences. The program includes: structured group activities (psychosocial and psychoeducational) facilitated within educational institutions or in community settings; provision of work experience opportunities; one-to-one mentoring programs for young people; and engaging with a range of stakeholders including businesses that can offer employment, work experience and/or mentoring opportunities, plus community, recreational and youth services that can offer ongoing supports to participants.

The Ucan2 Program Leader reports to the Manager Sector Capacity Building (SCB) and plays the primary leadership role in the implementation of all Ucan2 program requirements and internal and external stakeholder relationships in alignment with the VFST strategic plan.

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## Key Responsibilities

### Program Leadership and Coordination

- Actively develop and lead the performance and culture of the Ucan2 program team to plan and deliver high quality services for young people, undertaking effective stakeholder engagement and relationship management, and identifying areas for growth, innovation and improvement.
- Supervise and direct the day-to-day work of all staff, including monitoring and managing performance against key performance indicators and funded contractual obligations, individual workplans and workloads.
- Support and influence a positive team culture and resolve issues as they arise.
- Monitor the efficient and timely recording of all Ucan2 program data, including regular review of data management reports and participant and stakeholder feedback, and make program improvements as required.

### Stakeholder Engagement and Relationship Management

- Oversee establishment and maintenance of relationships with key external and internal stakeholders to ensure interactions are targeted, positive and appropriate to meet program objectives. Including: educational institutions with high numbers of newly arrived students from refugee backgrounds, businesses and employers, community, youth and recreational services that support young people from refugee backgrounds.
- Be the primary point of contact between key stakeholders and program partners to ensure consistent and effective communication and efficient resolution of issues.
- Be the primary point of contact with the funding body and other Youth Transition Support (YTS) providers, including participating in meetings with the Department of Home Affairs, Community Grants Hub and the Community of Practice meetings.
- Provide expert advice and participate on relevant networks and other internal and external meetings.
- Monitor emerging themes in relevant policy and program areas and provide advice and advocacy as required, including providing advice to the Manager Sector Capacity Building and General Manager Community and Sector Capacity Building as directed.

### Program Development and Implementation

- Coordinate and oversee the delivery of all aspects of Ucan2 to ensure the program is consistently delivered to a high standard and meets the needs of newly arrived young people from refugee backgrounds.
- Maintain consistency in how group programs are delivered across different sites while ensuring all contractual obligations are met.
- Develop the business partnerships aspects of Ucan2 to maximise appropriate placement/work experience, mentoring and employment opportunities for program participants.
- Oversee professional learning offered to ensure consistent, relevant and prioritised training is delivered to stakeholders.
- Conduct regular reviews and evaluations to monitor participant and stakeholder feedback and emerging issues, enabling recommendations to be developed and implemented and resulting in continual improvement and exploration of new opportunities.
- Prepare and present reports based on the collation of data from the program delivery and capacity building work.
- Oversee the development of a communications strategy, including new communications resources for the program.

# Ucan2 Program Leader Position Description

## Staff Management

- Monitor and review all target indicators providing feedback to staff and to the Manager Sector Capacity Building.
- Ensure timely and appropriate completion of program documentation and all other organisational record-keeping requirements.
- Address issues proactively with staff, including performance coaching and management of staff where needed in consultation with Manager Sector Capacity Building and Human Resources team.
- Identify opportunities for professional development of team members.
- Coordinate appropriate induction and training to support staff development.
- Seek advice and support from Human Resources, and the Manager Sector Capacity Building in relation to people management and responding to human resource management issues.

## Contractual Management, Budgets and Reporting

- Effectively manage the implementation of the program to ensure all Key Performance Indicators as stated in the funding agreement are met in a timely manner and to a consistently high standard.
- Develop an annual program budget and monitor monthly expenditure to ensure all funds are spent in accordance with the funding agreement.
- Ensure all reporting is completed on time and to a high standard. This includes oversight of staff data entry into relevant data bases to ensure all program data is accurate, and has been entered in a timely manner, as well as writing and submitting narrative reports and financial acquittal reports on time.
- Liaise regularly with the funding body, including attending meetings as required, and ensuring the funding body is notified of any unexpected changes to the program as arising.

## Administration/Reporting

- Maintain all administrative requirements for the allocated team in accordance with required VFST standards in a timely and efficient manner.
- Participate in relevant VFST meetings.
- Maintain files and records and fulfil data collection requirements.
- Document outcomes of work undertaken to meet required reporting requirements.

## People and Teams

- Attend and participate in all agency activities which meet VFST's organisational and professional development requirements. These include staff, team and agency meetings, and actively participate in supervision and ongoing learning.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected and person-centred services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to properly fulfil the duties of this position.
- Perform any other duties as directed by relevant managers within the scope of the classification and position description.

# Ucan2 Program Leader Position Description

## Key Selection Criteria

### Experience and Qualifications

- Graduate qualification in Community Development, Youth Work, Social Work, Education, or related discipline.
- Experience in leading and managing teams delivering services to clients with complex needs.
- Demonstrated experience and expertise in the provision of trauma-informed and culturally safe services to young people from refugee backgrounds.
- Experience facilitating psychosocial and/or psychoeducational groupwork activities with young people from refugee backgrounds in a group facilitation setting.
- Experience working in and/or engaging with employment services or student pathways programs with vulnerable groups, and/or sound knowledge of the barriers young people from refugee backgrounds might face when seeking employment.
- Well developed communication, negotiation and influencing skills to effectively broker and manage successful partnerships with business, education and the community sectors.
- A knowledge of the Victorian Education system, including education pathways for new arrivals.

### Attributes

- A clear commitment to human rights and an appreciation of how organisations with a mandate to deliver services to a diverse range of clients in complex human rights and political contexts should operate.
- Excellent interpersonal skills supported by strong written and verbal communication skills.
- Proven skills in problem analysis and solving, and highlevel decision making. Strong ability to build positive and productive team culture in order to achieve key business as usual operations and deliver on important agreed strategic priorities.
- Demonstrated commitment to applying ethical work practices that strengthen the integrity and credibility of the organisation and its services.

### Our Values

We aim to build trust and confidence, promote wellbeing, and achieve the best possible outcomes through living our values of respect, promotion of human rights, focus on community, maintaining excellent, ethical practice and above all acting with integrity.

### Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation, and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures, and practice guides during the course of their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

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## Approval and Acknowledgement

<b>Date PD Template last reviewed:</b>	New PD
<b>PD Approved by:</b>	General Manager Community and Sector Capacity Building
<b>Date of approval:</b>	23 March 2026