

Job description

Director – Program Quality and Performance

Key information

Team	Projects
Classification	Level 8, Social, Community, Home Care and Disability Services (SCHADS) Award
Full-time equivalent (FTE)	1.0 FTE, 38 hours per week
Fixed term	Until 30 June 2027
Hours	Flexible – our standard working hours are between 7:30am and 6pm local time
Location	Work from home There may be occasional work from a shared office location in your capital city. Interstate travel may be required at times.
Reports to	Chief Executive Officer
Direct report(s)	3+ project team members

Who we are

Inclusion Australia is the national representative organisation for people with an intellectual disability and their families. We have worked strategically with passion and dedication for more than 70 years.

We work closely with people with an intellectual disability and families and with our state member organisations. Our vision is that people in Australia with an intellectual disability and their families have their rights respected and have the same opportunities as everyone else.

The purpose of this job

The Director – Program Quality and Performance provides strategic oversight of Inclusion Australia's project portfolio and organisational performance frameworks, helping ensure our work is well governed, high quality and delivers meaningful outcomes for people with an intellectual disability and their families.

This role leads organisational approaches to project governance, contract management, quality assurance, evaluation and continuous improvement. As a member of our Senior Leadership Team, the Director provides strategic advice, insights and reporting to the CEO and Board, helping guide organisational effectiveness, risk management and learning.

The Director champions accessible, inclusive and co-designed approaches to planning, evaluation and improvement, ensuring the voices and experiences of people with an intellectual disability and their families inform how we assess and strengthen our work.

This job description is a guide to your main duties, it is not a complete list of everything you need to do in your role. In addition to the items below, you may need to perform additional duties that are within your role and skill level.

Key responsibilities

Portfolio oversight and performance

- Provide strategic oversight of Inclusion Australia's project portfolio to ensure alignment with organisational priorities and funding requirements
- Monitor portfolio performance, risks and emerging issues, escalating significant concerns as required
- Oversee portfolio financial performance, including budgets, expenditure, forecasting and subcontracting arrangements, and provide advice on resource allocation and sustainability
- Build productive relationships with government, funders, member organisations and delivery partners.

Governance, risk and assurance

- Lead the development of governance systems, policies and consistent approaches to project planning, reporting, decision-making and risk management
- Monitor project and organisation-wide risks and provide strategic advice and reporting to the CEO, Senior Leadership Team, Board and Board committees
- Lead organisation-wide systems, tools and reporting practices to strengthen oversight, accountability, compliance and organisational learning.

Contract management and compliance

- Lead Inclusion Australia's approach to contract and funding agreement management
- Oversee subcontractor performance, compliance and contractual arrangements
- Ensure compliance with contractual, funding and legal obligations across the organisation.

Quality, evaluation and continuous improvement

- Lead organisational approaches to quality, evaluation and performance measurement, including the development of frameworks that assess and demonstrate Inclusion Australia's impact and effectiveness
- Oversee organisational performance reporting to funders, the Senior Leadership Team and Board, including key performance indicators and outcomes measurement
- Use data, stakeholder feedback, audits and reviews to identify opportunities for improvement
- Promote accessible, inclusive and co-designed approaches to planning, evaluation and continuous improvement.

Leadership and strategic contribution

- Act as a member of the Senior Leadership Team, contributing to organisational strategy, culture, decision-making, business development and organisational improvement
- Contribute to organisational budgeting, resource planning and prioritisation
- Lead and develop a high-performing, inclusive team through coaching, capability development and support
- Model Inclusion Australia's values and lead a culture of quality, accountability, learning, innovation and inclusion.

Selection criteria

Experience

You have significant experience in a senior governance, program management, assurance, compliance or related leadership role, as well as experience:

- Leading oversight of multiple projects, programs, funding agreements or complex initiatives at the same time
- Developing organisational frameworks, systems and ways of working that strengthen governance, quality, performance and organisational effectiveness
- Providing strategic advice, reporting and recommendations to senior executives, boards and governance bodies
- Leading organisational change initiatives, including the implementation of new systems, frameworks or ways of working
- Managing contracts, funding agreements and/or subcontractor arrangements, including monitoring performance, risks and compliance obligations
- Building and maintaining effective relationships with government agencies, funders, delivery partners and other key stakeholders
- Leading and developing managers and senior professionals, building leadership capability and driving organisational change.

It would be an advantage if you have experience in:

- The disability, community, advocacy, human services or non-profit sectors
- Managing government-funded programs and partnership or subcontracting arrangements
- Working in a national organisation and/or a remote workforce.

Knowledge and skills

You have:

- Strong knowledge of governance, risk management, compliance, quality assurance and continuous improvement, and project or program management principles
- The ability to design and implement practical systems, frameworks and processes that strengthen organisational performance and support continuous improvement
- Demonstrated ability to interpret funding agreements, contractual obligations and regulatory requirements
- Understanding of co-design, rights-based practice and inclusive engagement approaches

- Strong analytical and problem-solving skills, with the ability to identify risks, trends, opportunities and areas for improvement
- Excellent communication and stakeholder engagement skills, with the ability to influence, build trusted relationships and communicate effectively with senior leaders, boards and external stakeholders
- Demonstrated ability to influence organisational strategy and decision-making through analysis, insight and trusted advice
- Strong organisational and digital skills, including the ability to manage competing priorities and effectively use Microsoft 365 and project management systems.

You are:

- A strategic thinker who can see the bigger picture while maintaining attention to detail
- Collaborative and inclusive in your approach to leadership and decision-making
- Proactive, adaptable and solutions-focused
- Committed to continuous improvement and evidence-informed practice
- Values-driven and motivated to contribute to positive outcomes for people with an intellectual disability and their families.

Interests and motivations

You are interested in:

- Human rights, social justice, and inclusion
- Meaningful work that makes a positive difference
- Contemporary and inclusive leadership practices
- Strengthening organisational impact through quality, learning and continuous improvement
- Building genuine partnerships and working collaboratively with others
- Being part of a passionate and diverse team working remotely across Australia

You may also have personal or professional experience with people with an intellectual disability.

Qualifications and licences

You must have a:

- Police Record Check
- Current employment Working with Children Check at all times.

A tertiary qualification in project management, governance, business, public policy, social sciences, community services, disability, law or a related field would be highly regarded, although equivalent experience will also be considered.