

Position Description

Position Title	Manager - Community Programs	Department	Community Programs QLD
Location	Townsville	Direct/Indirect Reports	Direct 5 - 8 / Up to 35 indirect
Reports To	Senior Manager - Community Programs	Date Revised	June 2023
Industrial Award	Social, Community, Home Care and Disability Services Industry	Award Level	6
Job Level	People Leader	Red Cross Job Grade	6
Job Requirements (licenses / compliance screening) <i>Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.</i>	• Police Check - 3 years • Clearance to work with children • Driver's Licence	Job Evaluation Number	HRC0086310

Position Summary

The Manager - Community Programs leads a team that contributes to the delivery of entry-level (non-clinical) digital, in-home, and community-based aged and community care programs to support consumers to maintain social connectedness and independence.

The position is accountable for ensuring a high-quality service delivery, compliance with standards and legislation, operational performance, and financial sustainability. This role provides indirect leadership across a large and geographically dispersed workforce of staff and volunteers.

Position Duties

Key Responsibilities/Accountabilities

High-quality service delivery

- Ensure programs are delivered to enable consumers to achieve their goals and make choices that are responsive to identity, culture and diversity.
- Lead and monitor continuous improvement initiatives that centre client voice and program impact
- Managing and maintaining networks and partnerships with internal and external stakeholders.
- Ensure the implementation of technology solutions to enhance service delivery outcomes.

Compliance

- Contribute to the development of the Red Cross Aged and Community Care Framework, and associated policies, procedures, work instructions, guidelines to reflect our contractual, legislative and quality standards obligations.
- Ensure program implementation is fully compliant with contractual, legislative, and quality standards requirements.
- Identify, assess and manage operational risks in accordance with the Risk Management Policy
- Contribute to external audits and internal assurance against standards and legislative compliance.

Performance and financial sustainability

- Develop performance measures and monitor program performance to ensure budget, revenue and key performance indicators are met
- Assess and report on performance against industry benchmarks.
- Identify and lead the development of new opportunities to achieve growth targets.
- Identify and lead significant change management and/or improvement projects aimed at optimizing the efficiency and success of the department to achieve its key performance indicators.

Leadership

- Implement program wide change with a systematic and planned approach ensuring clear and ongoing communication and support during the change process.
- Supporting team leaders to develop high performing teams through effective workforce planning, development and management.
- Develop, maintain and demonstrate constructive culture aligned to Red Cross values.
- Manage issues and grievances that escalate beyond the respective managers.
- Contribute to the development of the annual operational plan and respective team work-plans
- Perform other duties, tasks and activities associated with this role as reasonably required by Red Cross

Key relationships

- Partner agencies
- Finance, Strategy, Marketing, and Risk Functional areas
- Aged and Community Care staff and volunteer workforce
- Clients, consumers and their families / support person(s)

Person Requirements

Key Behavioural and Technical Capabilities

- Significant ability to research, assimilate and analyse complex information and use this to optimise and continuously improve business approaches and models.
- Demonstrated ability to use a data driven approach to monitor performance, identify issues and propose corrective actions
- Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals.
- Ability to think and plan goals in the long term as well as in the present.
- Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
- Proven track record as an effective leader, supporting and building positive and constructive relationships within teams.

- Proven ability to work autonomously and maintain high standards of output when working to strict deadlines.
- Ability to operate under limited direction from senior employees and work with and lead teams and people from diverse backgrounds and create a collaborative working environment.
- Demonstrated high level interpersonal, oral and written communication skills, including an ability to influence and build rapport across a range of teams and departments catering for diversity within the team, and with the ability to express ideas clearly, listen effectively and provide feedback constructively
- Demonstrated knowledge and experience in providing programs to consumers from diverse backgrounds and cultures, including (but not limited to) First Nations, CALD and LGBTIQ+.

Qualifications

- Tertiary degree in community services or social field or relevant significant experience in field

Experience

- Demonstrated substantial experience in managing significant change projects, identifying and adopting new ways of working, and securing the cooperation of key stakeholders.
- Demonstrated substantial experience in operational management
- Experience and deep understanding of aged and community care sector

Wellbeing, Health & Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe.
- Comply with the Work Health and Safety management system.

Our Commitment

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Code of Conduct (Our Code) and Child Protection Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.