

Position Title	Program Leader – Ipswich Choir	
Location	Ipswich, Queensland	
Dimension & Scope		
Organisation Scope	Upbeat Arts is a Queensland based charity and accredited mental health provider, funded by Queensland Health to deliver recovery-oriented programs for adults living with mental illness. We create welcoming spaces where people can connect through music and creative expression and feel less alone. Our programs make a real and measurable difference in the lives of our members. Through our choirs and creative writing programs, led by professional artists, members are supported to build genuine connections, confidence, routine and a sense of purpose and belonging. We believe these are essential ingredients for wellbeing and mental health recovery.	
Role Purpose & Objective	As the Program Leader, you will lead and facilitate our Ipswich Choir, engaging with the local community, building membership, and delivering high-quality programs of learning and performance. Working closely with our teams, you will ensure programs are inclusive, empowering, and responsive to the needs of our members. This role plays a vital part in fostering connection, creativity, and wellbeing through regular, person-centred arts experiences.	
Reporting Relationship(s)	Direct	State Engagement and Program Manager
	Secondary	General Manager
	Direct Reports	Choir Conductor, Choir Accompanist (contracted artists – day to day liaison and conduct/attendance oversight; contractual management sits with the General Manager)
	Indirect Reports	Volunteers
Key Relationships	Internal	Board members of Upbeat Arts State Artistic Leads Program delivery teams, choir members and their support staff Team Mental Health Mentor
	External	Queensland Health Mental Health Services and Non-Government Organisations in the Mental Health Sector Venue management Local government and community groups

Key Responsibilities

Staff, volunteers and members and their carers/support staff	Artistic Staff • Act as the day-to-day point of contact for contracted artistic staff; addressing attendance, conduct or reliability concerns as they arise and escalating any performance or contractual matters to the General Manager via the State Engagement and Program Manager • Onsite inductions and training Volunteers • Monitor volunteer numbers across programs and liaise with the State Engagement and Program Manager to initiate recruitment as needed • Meet with prospective volunteers (in person, by phone or via Teams) to assess suitability • Conduct reference checks • Activate online onboarding via the CRM • Conduct 'onsite' inductions and training or delegate an experienced volunteer • Prepare rosters for kitchen teams • Ensure Blue Cards are current Members and Carers/Support Staff • Ongoing recruitment of members through agencies via emails, newsletters, phone calls, site visits • Welcoming of members and their support staff/carers • Build genuine rapport with members at each rehearsal — know their name, check in and offer encouragement within the scope of the role • Preparation of weekly email communication to maintain commitment, provide motivation, and support • Support and encourage members to achieve their goals • Referral of members back to their agency/emergency contact as required • Further support from the Upbeat Arts Team Mental Health Mentor is available as required Support and Communication • Accurate and timely dissemination of information • Maintain quality customer contact and attendance records for all involved, including incident reports, feedback and file notes • Conflict resolution
Financial	• Purchase of basic supplies for program delivery – lunches, afternoon tea, stationary • Maintain accurate records of all expenditure
Rehearsals and Events/ Performances	• Lead the on-site delivery of weekly Ipswich program, ensuring venues, materials, volunteers, artistic staff and participants are prepared and supported for successful program delivery • Coordinate all practical aspects of program operation before, during and after each session, including venue set-up, participant support, volunteer coordination, and ensuring venues are left clean, safe and presentable

	• Act as the primary on-site contact and lead liaison point for members, volunteers, carers, support workers, artistic staff and venue personnel • With the General Manager and Artistic Team, agree annual performance plans for Ipswich programs and events • Logistical management of individual performances and events in conjunction with artistic staff • Venue hire; staging; technical requirements; staffing (paid and volunteer) • Communication of all aspects to all affected parties • Source opportunities to perform • Working with the General Manager, agree and quote on performance enquiries • Arrange transport options for performances, if required
Community Networking	• Community networking and relationship building - engaging with local Queensland Health and non-government community mental health services to establish and sustain referral pathways into the program • Represent Upbeat Arts through attendance at local mental health sector meetings and public speaking to business and community groups
Continuous Improvement	• Contribute new ideas, including quality practice improvements, business process refinement and service delivery implementation of policy decisions
Marketing and Promotion	• Act as an ambassador for Upbeat Arts, confidently articulating our vision, values and purpose to stakeholders, volunteers, artistic staff, members, carers and support workers • Provide responsive and effective communication, ensuring enquiries are handled promptly, warmly and efficiently
Reporting	• Preparation of quarterly reports • Review annual feedback reports from members and their carers/support staff • Review annual feedback reports from volunteers • Incident reporting
Critical Competencies	
Relationship Building and Communication	• Builds positive and respectful relationships with members, volunteers, carers, contracted artists and community stakeholders • Communicates confidently, professionally and sensitively with people from diverse backgrounds
Organisation and initiative	• Demonstrates initiative and effectively manages competing priorities
Values Alignment	• Demonstrates empathy, inclusiveness and sound judgement • Supports a safe, respectful and welcoming environment for all involved
Skills, Experience and Qualifications	
Essential	• Minimum 2 years' relevant experience coordinating people, programs, projects, events or community activities (paid or voluntary)

	• Demonstrated ability to build positive relationships with participants, volunteers and community stakeholders • Strong interpersonal, communication and organisational skills • Ability to work independently, manage competing priorities and maintain accurate records • Ability to exercise sound judgement, maintain professional boundaries and manage sensitive situations appropriately • Competent computer skills including Microsoft Office and cloud-based systems • Current First Aid Certificate (or willingness to obtain) • Current Mental Health First Aid Certificate (or willingness to obtain) • Current Blue Card (or ability to obtain)
Highly Desirable	• Experience building and sustaining inclusive communities through arts, community, wellbeing or volunteer programs • Experience working with people experiencing mental health challenges, social isolation, disability, or other forms of disadvantage • Experience recruiting, supporting or coordinating volunteers • Experience developing partnerships with community organisations, government services or referral agencies • Leadership or program coordination experience within the not-for-profit, community, arts, health or wellbeing sectors • Relevant qualification in community services, human services, arts administration, education, project management, business administration or a related field
Conditions	
Work Hours	• Up to 12 hours per week • Flexible work schedule, based around the agreed weekly rehearsal time for the choir • Flexibility to attend occasional weekend events – concerts, workshops, meetings, plus a one hour monthly team meeting at an agreed time • Choir operates 45 weeks per annum • Flexibility and availability to cover Brisbane programs during periods of leave, if requested (highly desirable)
Transport	• Current C Class Driver Licence • Access to a reliable and insured vehicle • Occasional travel to Brisbane required