

Position Description

Title	Manager Navigator Program
Directorate	Child Youth & Families
Location	Bairnsdale
Employment type	Full-time – Max Term role until 31 December 2027
Reports to	Senior Manager Care, Placement and Youth South East

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We work to inspire people, enliven communities and confront injustice, and have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people, and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex, and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Manager Navigator Program is responsible for delivering high-quality operational performance, client outcomes and practice excellence across a defined portfolio of services, in alignment with Uniting-wide objectives, frameworks, and the designated portfolio.

This position leads a portfolio of programs, ensuring direct service management, effective implementation, and continuous improvement, while maintaining compliance with organisational, regulatory, and funding requirements. The Manager provides staff supervision and workforce leadership, supporting a high-performing, inclusive, and collaborative team culture.

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Role Level and Authority

The Manager operates at service or program management level within Uniting Vic Tas.

- Translates organisational and directorate priorities into **effective day-to-day service delivery and team practice**.
 - Accountable for **direct service management**, ensuring services are delivered safely, effectively and in line with organisational policies, funding requirements and quality standards.
 - Responsible for **achieving strong client outcomes**.
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2. Scope

Budget:

\$5 Million - \$15 Million

People:

30 – 60 FTE (Approximately)

Direct Reports:

4-6 The position is responsible for the leadership and supervision of the team in the Managers allocated area of program responsibility

3. Relationships

Internal

- Directorate Leadership Team
- Support Services Business Partners
- Other divisional Managers and leadership teams
- Service stream governance groups and communities of practice
- Team Leaders, Practitioners and support staff

External

- Local funders and contract owners
 - Sector and community partners, networks and committees
 - Consumers and their families
 - Church and local communities
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4. Key responsibility areas

Leadership and Professional Practice

- Lead and support Team Leaders and staff to ensure high-quality, client-centered service delivery, strong team performance, and alignment with organisational values.
- Drive innovation and continuous improvement, ensuring programs respond to emerging community needs and promote inclusion.
- Oversee supervision and reflective practice to maintain professional standards, staff wellbeing, and capability development.
- Build collaborative relationships with stakeholders and represent Uniting in sector forums, advocacy, and community initiatives.
- Support organisational learning and sector development through research, professional networks, and training opportunities.

Service delivery and partnerships

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- Lead and coordinate the efficient delivery of services, ensuring accessibility, inclusivity, and responsiveness to diverse community needs.
- Ensure programs and services meet high-quality standards, organisational policies, funding agreements, and relevant legislation.
- Plan, implement, monitor, and evaluate programs to achieve strategic, operational, and client outcomes.
- Identify and pursue funding opportunities to support new and existing programs, ensuring financial sustainability.
- Build and maintain accountable relationships with funding bodies, regulatory agencies, stakeholders, and community partners to strengthen service integration and impact.
- Lead local responses to critical incidents and emergencies in line with organisational policies and regulatory requirements.

Finance Management

- Effectively manage the budget to achieve optimal client and service delivery outcomes within the allocated resources.

People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce

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- Based on my ongoing work with another organisation
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5. Performance indicators

- **Leadership:**
 - Applies sound judgement to address operational issues in a complex community services setting, focusing on practical solutions that build on individual, team and community strengths
 - **Financial and Business Acumen:** Strong commercial focus and financial literacy; ability to develop and monitor budgets and financial performance; skilled at identifying and managing financial risks
 - **Program and Service Development:** Significant experience in the leadership and development of programs and services in a complex environment; experience co-designing, developing and evaluating programs and services with consumers and/or communities
 - **Communication:** Well developed interpersonal skills; high level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
 - **Stakeholder Relationships:** Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to form positive, collaborative and effective professional relationships; ability to establish credibility with all stakeholders
 - **Problem-solving:** Proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.
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6. Person specification

Qualifications

- Bachelor level qualifications in human/community services. (essential)

Experience

- Demonstrated experience managing and supervising multidisciplinary teams, with the ability to build and lead high-performing work units while effectively prioritising and delegating tasks.
- Extensive experience leading and managing comparable programs or service areas within a community or human services environment.
- Proven management experience overseeing teams, managing budgets, and preparing reports and briefings for senior leadership and key stakeholders.
- Highly developed written, verbal, and interpersonal communication skills, with the ability to convey complex information clearly and effectively.
- Demonstrated ability to influence, engage, and manage a broad range of internal and external stakeholders, with strong consultation, liaison, and negotiation skills to achieve positive outcomes.
- Advanced capability in team leadership, including performance development, coaching, and talent retention, while fostering a collaborative and psychologically safe team culture across geographically dispersed teams.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Client Focused:** Achieve results through their teams
- **Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.
- **Communication:** Well development communication and interpersonal skills.

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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:	
Signature:	
Date:	