

EMPLOYMENT SERVICES

PROGRAM MANAGER

SALTBUSH AT A GLANCE

Saltbush Social Enterprises (**Saltbush**) is a not-for-profit NT organisation that was developed in response to the critical need for grassroots opportunities that create prosperity parity for marginalised Territorians.

To learn more, visit www.saltbushnt.org.au

Job Title	Employment Services Program Manager
Saltbush Division	Employment Services
Location	Darwin
Employment Type	Permanent, Full time
Reports to	Chief Executive Officer
Hours of Work	Normal business hours, with occasional additional hours as required to meet business needs, including some out-of-hours flexibility when necessary
Travel	Role based in Darwin. Travel to regional locations where Saltbush operates may be required and will be planned in advance with mutual agreement
Compliance Requirements	National Police Clearance, NT Working with Children (OCHRE) Card, NT Drivers Licence and First Aid

PRIMARY PURPOSE OF POSITION

As Employment Services Program Manager, you will be accountable for the implementation, delivery and of all Darwin Employment Services contracted and purchased services and activities in line with evaluation frameworks and Saltbush continuous improvement practices.

The role will provide leadership and direction to the Employment Services operational team in Darwin to deliver program activities; ensuring appropriate and available access to required people, systems, materials and tools to deliver program activities effectively.

The Program Manager will provide day to day leadership and management of the team, including setting expectations, allocating responsibilities, supporting performance and development, as well as promoting a positive and accountable team culture.

Stakeholder management and collaboration with internal and external stakeholders will be important to the success of the role, along with a solutions focussed approach to responding to challenges and change.

Reporting to the CEO you will participate in strategic planning and implementation of initiatives to ensure the department as a business unit is sustainable and meeting intended outcomes and impacts including contract indicators, financial performance and systems management.

This is a leadership role for a group of up to 15 team members to facilitate their individual performance, development and engagement as Saltbush employees. The Program Manager will provide day-to-day people management, including setting expectations, allocating responsibilities, supporting performance and development, and maintaining a positive and accountable team culture.

KEY DUTIES & RESPONSIBILITIES

To ensure success in your role as Program Manager, you will:

- Recruit appropriate individuals to fill roles to establish and maintain service delivery.
- Manage employee performance and development in accordance with Saltbush Policies and Procedures, including probation, performance reviews, professional development and addressing performance concerns where required.
- Support effective workforce planning, leave management and recourse allocation to ensure appropriate staffing levels and continuity of service delivery.
- Provide direction and feedback to all operational team members using existing Saltbush Operational and HR systems and practices.
- Prepare contract reporting through structured data capture, monitoring and evaluation; drawing insights from structured and unstructured data to report on how performance and contract indicators are being met or missed.
- Develop and maintain effective relationships in silo of the Engagement Officer with internal and external stakeholders, including employment service providers, employers, Government agencies, community organisations and other relevant partners.
- Negotiate with Employment Service Providers for supply of eligible program participants, maintaining service agreements to ensuring mutually agreed needs are appropriate and deliverable
- Support and contribute to industry and employer engagement activities that strengthen employment pathways and opportunities for Aboriginal job seekers, in collaboration with the Engagement Officer.
- Monitor all activities to ensure services are culturally appropriate, person centred and fit for program or service purpose.
- Monitor and manage program budgets, operational expenditures and costs to meet budget allocations, including weekly payroll costs and identify and address budget variances in consultation with the CEO and accounts team.
- Collaborate with Industry Engagement for delivery of event and workshop activities involving Employers and other stakeholders to meet priority of building local workforce capacity to support Aboriginal employees.
- Contribute to the creation and maintenance of systems and procedures for overall service delivery including reviews of procedures, forms and flowcharts.
- Provide practical support to team members to identify priorities, remove barriers and blocks to performance and ensure shared accountability for all program outcomes and impacts is fair and balanced over time.
- Conduct regular team meetings and individual check-ins to support communication, engagement, performance and development.

- Facilitate continuous improvement reviews and changes to enhance service delivery and responding to independent advisory group advice.
- Monitor program compliance, quality and service delivery risks, taking appropriate action to address identified issues.
- Schedule and manage resources to deliver workshops and activities that facilitate learning to build employability skills and knowledge for Aboriginal job seekers consistent with Saltbush vision and mission.
- Oversee the development of Trainees working within the department, allowing for sufficient learning, practice and advancement of skills and knowledge.
- Collaborate with broader Saltbush team to utilise shared internal services; finance, recruitment, IT, marketing, risk and quality management.
- Maintain open and transparent communications with Saltbush leadership to support contract management and Board reporting.
- Conduct weekly case management meetings with team
- Ensure all required reporting is submitted and on time to a high level

ESSENTIAL SELECTION CRITERIA

- Practical experience with Employment Services ecosystem across the Top End and Territory; ideally working with Aboriginal and/or vulnerable job seekers.
- Leadership abilities that achieve positive team engagement and alignment to purpose and impacts; willing to be held accountable for overall performance.
- Demonstrated experience managing and developing a team, including providing feedback, supporting performance and creating a positive and accountable team culture.
- Understanding of skill development strategies that build capacity and abilities to meet Employer and Labour market needs.
- Strong and effective communication skills for verbal and written formats – in person and on digital channels – with persuasive presentation skills.
- Demonstrated ability to respond to a frequently changing environment, managing multiple priorities and team needs with confidence and professionalism.
- Capacity to provide strategic leadership actions and advice towards achievement of Saltbush goals as applicable to Employment Services.
- Demonstrated ability to manage competing operational priorities, resources and contractual requirements while maintaining quality service delivery.
- Working relationships with local Industry, Employers and Service providers and government agencies.

PERFORMANCE INDICATORS

To account for performance the following factors will be considered.

Achievement of contract targets for funded programmes:

- Indigenous skills and Employment Program – Darwin - 60 places filled, 45 employment outcomes. 25 employer agreements of support per year.

- Employer engagement activity will be delivered in collaboration with the Engagement Officer, with responsibility agreed between the roles.

Targets will be adjusted to new, renewed or adjusted contractual arrangements.

Timely delivery of people management practices including inductions and performance reviews.

Budget variations within 10% of allocated amounts, including payroll costs.

Timely delivery of meaningful reports to schedules and due dates.