

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the seven fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross 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.

Position Description

Position Title	Manager – Programs	Department	State & Territory Operations
Location	Perth - WA	Direct/Indirect Reports	Up to 8 direct reports
Reports to	Senior (State) Manager - Programs	Date Revised	September 2026
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	6	Red Cross Job Grade	6
Job Level	People Leader	Job Evaluation No:	

Position Summary

The Programs Manager is responsible for the operational leadership, performance, compliance and sustainability of the overall programmatic profile in Western Australia.

The role provides leadership across a geographically dispersed workforce and is accountable for ensuring programs are delivered safely, effectively and in accordance with contractual, legislative and quality requirements.

The position supports the Senior (State) Manager - Programs through the operational management of programs, implementation of state priorities, supervision of program staff, and monitoring of program performance across multiple funding streams. The role contributes to collaboration across Migration Support Programs, Community Programs and, where required, Emergency Services activities to strengthen community resilience and social cohesion outcomes across Western Australia.

The Manager - Programs acts as delegate and deputy to the Senior (State) Manager - Programs when required and provides leadership continuity during periods of leave, absence or delegated authority.

Position Duties

Key responsibilities/accountabilities

Program Management & Service Delivery

- Ensure programs are delivered in accordance with contractual, legislative, safeguarding and quality standards requirements.
- Provide operational leadership across Migration Support Programs and Community Programs in WA.
- Develop, implement and monitor operational plans, program workplans and performance measures.

- Lead continuous improvement initiatives that strengthen client outcomes, service quality and operational effectiveness.
- Ensure program specific policies, procedures, guidelines and work instructions are implemented and maintained.
- Monitor program performance, client outcomes, compliance obligations and key performance indicators.
- Identify, assess and manage operational risks in accordance with organisational risk management frameworks.
- Promote consistent approaches and collaboration across program areas to maximise community impact.

Financial Management & Sustainability

- Manage program budgets and maintain oversight of financial performance across multiple funding streams.
- Monitor expenditure, revenue, contractual deliverables and program forecasts to ensure financial sustainability.
- Develop and implement corrective actions where performance, compliance or financial risks are identified.
- Ensure timely and accurate program reporting to internal and external stakeholders.
- Support effective resource allocation across programs to maximise service outcomes and organisational efficiencies.
- Contribute to long-term program sustainability through effective financial planning and risk management.

Business Development and Funding Sustainability

- Identify opportunities for program growth, diversification and sustainability aligned with organisational priorities.
- Lead and contribute to funding submissions, grant applications, proposals, tenders and partnership opportunities.
- Develop business cases and investment proposals to support innovation and growth.
- Support contract negotiations and funding discussions with government, philanthropic and community stakeholders.
- Monitor funding continuity risks and develop mitigation strategies to strengthen long-term sustainability.

Strategic Stakeholder Engagement

- Develop and maintain productive partnerships with government agencies, community organisations, funding bodies and sector stakeholders.
- Represent Australian Red Cross in relevant state, regional and local committees, forums and working groups.
- Lead complex stakeholder engagement and negotiation activities relating to funding, compliance, partnership development and service delivery.

- Position Australian Red Cross as a trusted and influential partner across the WA human services sector.
- Support the Senior State Manager in developing and implementing stakeholder engagement strategies aligned with state and national priorities.

Leadership and People Management

- Provide direct supervision, coaching and performance management to Team Leaders, Senior Officers and Officers across the portfolio.
- Lead workforce planning, succession planning and capability development initiatives.
- Support managers and staff to achieve individual and team objectives through effective leadership and accountability.
- Develop and maintain a constructive and inclusive culture aligned to Red Cross values.
- Lead organisational change initiatives with clear communication, engagement and support mechanisms.
- Manage complex employee relations matters and issues escalated beyond direct supervisors.

Deputy Senior (State) Manager Responsibilities

- Act as delegate for the Senior (State) Manager - Programs during periods of leave, absence or delegated authority.
- Provide leadership continuity across the WA Programs portfolio.
- Represent the Senior State Manager at internal and external meetings, committees and forums as required.
- Contribute to strategic planning, operational decision-making and risk management across the broader portfolio.
- Provide ad hoc leadership support to Emergency Services programs as required.

Key Relationships

Internal

- Senior (State) Manager - Programs
- State/Territory Leadership Team
- Finance, People & Culture, Risk, Legal and Safeguarding teams
- Migration Support Programs staff
- Community Programs staff
- Emergency Services staff
- National thematic leads and subject matter experts

External

- Commonwealth, State and Local Government representatives
- Funding and commissioning bodies
- Community organisations and peak bodies
- Philanthropic partners and funders
- Program participants and community representatives
- Strategic sector partners

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated ability to lead multiple programs and teams operating in complex community services environments.
- Strong program management capability, including planning, implementation, monitoring, evaluation and continuous improvement.
- Strong financial management capability, including budget development, forecasting, performance monitoring and resource management.
- Demonstrated ability to analyse complex information and develop practical solutions to operational challenges.
- Proven ability to manage competing priorities across multiple program streams.
- Highly developed stakeholder engagement, influencing and negotiation skills.
- High-level written and verbal communication skills, including development of business cases, proposals, tenders, funding submissions and executive reports.
- Demonstrated ability to build collaborative relationships across diverse internal and external stakeholder groups.
- Demonstrated ability to lead organisational change and foster high-performing teams.
- Sound understanding of compliance, governance, risk management and contractual obligations within funded programs.
- High level of interpersonal skills catering for diversity within the team.
- Substantial experience and understanding of Microsoft Office tools, such as outlook, word and excel. and proficient in using data analytic tools, such as Python/ PowerBI.

Key Organisational Capabilities

- Being Resilient and Adaptable
- Building Belonging
- Being Client/ Customer Focused
- Taking Accountability

Key Leadership Capabilities

- Managing and Developing our People
- Connecting Our People and Our Work with Organisational Strategy and Vision
- Managing our Resources Effectively and Sustainably

Experience

- Substantial experience in managing scalable migration and community programs and activities preferably in WA.
- Experience in managing change, identifying and adopting new ways of working.
- Experience working with First Nations people, as well as CALD communities.
- Experience in people management with proven track record in building positive and constructive team relations.

Qualifications

- Relevant tertiary qualifications in community development, social sciences, human services, or a related field and relevant substantial experience.
- A degree in project management, public policy, or law is desirable.

Wellbeing, Health and 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

Key Job Requirements**Licenses/compliance screening**

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
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Driver's License	Yes
Police check	Yes - every 5 years

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.