

ROLE PROFILE	
Effective Date	October 2026
Job Title	Program Lead
Reporting to	Chief Executive Officer
Base Location	Open House Macleod
Team size	5 -10 direct reports

ROLE SCOPE
The Program Lead plays an integral role in the success of our vision, mission and strategic goals. This role is responsible for all aspects of program development and delivery, including the management of program staff, and ensuring all programs and activities are effective in achieving the OH mission and meet the identified needs of the participants. Whilst only having direct leadership of the program delivery team, the Program Lead will work closely with the CEO and Services Lead acting as a leader in the organisation helping to create a collaborative and inclusive environment where all employees, volunteers and participants can work together. It is expected that the majority of working time should be spent directly on effective delivery of current programs and the development of new programs.

OH VALUES
The values of Open House should manifest in the actions and attitudes of the Program Lead: • We respect each person, their social, racial and religious beliefs and treat them with dignity. • We value each person as unique and loved by God. • We value, share with and support people unconditionally.

KEY RESPONSIBILITIES
• Growing people: Being a positive leader, role model and a mentor to program staff, participants and their families, volunteers and those who are part of the OH Community. • Growing supportive relationships & networks: To develop and maintain good network connections and supportive relationships with schools, government agencies, and community groups, and to seek collaborative business partnerships to build awareness of our programs and the OH brand. • Growing successful programs: Identifying the needs in the community with whom we work, and in collaboration, develop and deliver effective programs that are aligned with our mission and our strategic goals that also meet the expectations of participants, donors and other stakeholders. • Ensuring accountability and governance: The Program Lead will work closely with the Services Lead to ensure that OH policies and procedures are adhered to when delivering programs, including preparation of required reports and communicating effectively as and when required. Documentation is a key factor of the position, including but not limited to SHIP data entry, participant onboarding, engagement, referrals and incident reporting. Monthly reporting, participant numbers and business case development for new programs.

The Program Lead, and the program team will also support the Service Lead with regular content update on the OH website to showcase our programs and achievements, including content for our Annual Report, newsletters and other publications.

- **Contributing to the financial sustainability of OH:** The Program Lead will assist in the identification and input into grants and fundraising opportunities with support from the Services Lead. The position will ensure best use of staff ratios and resources, including cost/benefit considerations. The Program Lead is allocated sufficient budget resources on an annual basis in terms of FTE allocation and financial spending, and it is expected that programs always remain within budget.
- **Identify opportunities to develop facilities and assets:** The position is required to adopt a continuous improvement approach and review the need to update and improve program equipment and assets to deliver effective programs.

Team Leadership and Participation

- Lead and participate as part of a high performing team by collaboration, performance and ongoing personal and team development.
- Convene productive program team meetings with set responsibilities and outcomes.
- Ensure individual and team goals are achieved, and services are provided in an effective and timely manner.
- Ensure the allocation of resources across programs are optimised including rostering of staff.

Risk Framework:

- Ensure the appropriate risk and internal controls are in place for the activities and programs (in-line with the Risk Framework) and monitored to ensure OH is compliant and risks are mitigated.

KEY STAKEHOLDERS AND WORKING RELATIONSHIPS

Internal

- Board
- Chief Executive Officer
- Services Lead
- OH team
- OH volunteers
- OH participants and families

External

- Schools
- Aged care facilities
- Community organisations
- Donors
- Government bodies, including councils and NDIA
- Business partners
- Transport organisations
- Suppliers

EXPERIENCE

Education / Experience

- Qualifications in social work, mental health, community development, human services, youth work, aged care or a similar discipline

- Experience in community work or in similar role in a not-for-profit organisation
- Awareness of and implications of NDIS
- Ability to develop and lead projects
- Working with Children Check, Police Check and NDIS Worker Screening Check
- First Aid certification

Desirable

- Familiar with Xero accounting package
- Experience of the social enterprise sector
- Awareness of the hospitality industry

Capabilities

- Enthusiastic and wholehearted acceptance of the ethos of Open House including an affinity for disadvantaged, socially isolated and marginalised people.
- Demonstrated leadership skills with strong abilities to initiate change, ensure buy-in from staff and deliver solid program outcomes.
- Good interpersonal and communications skills with the ability to communicate across a diverse range of stakeholders.
- Ability to build and maintain effective relationships with people from diverse backgrounds both internally and external to OH.
- Good organisational and project management abilities.
- Is collaborative and can work effectively as a partner with colleagues and the community.
- Demonstrated initiative and problem-solving skills and good attention to detail.
- Demonstrated ability to work sensitively in a culturally diverse environment and is respectful of all faiths.
- A self-starter who is able to work independently and as well as part of a team.
- Computer literate, a good understanding of Microsoft Office Suite and good report writing skills.

CORE COMPETENCIES

Strategic goal focus	• Understands the strategic goals and vision of OH and ensures all actions are relevant and aligned to the strategy. • Maintains the balance between long-term need and short-term deliverables. • Understands the operating model to ensure it can enable the delivery of the strategy in an efficient, scalable and cost-effective manner. • Brings a collaborate approach across the organisation.
Participates in high performing teams	• Demonstrates an ability to participate in a shared vision. • Ability to agree to realistic but stretching objectives, deliverables, timelines and budgets. • Approach will be underpinned by an open and inclusive, but decisive style, with an ability to adapt that style to different individuals and situations. • Helps others to learn and develop skills. • Listens to the points of view of others and respects what they have to say and do. • A role model for the organisational values and encourages teams to do the same.
Business acumen	• Understands economic, business and commercial issues for OH (political, social, community, financial etc.) and uses to inform balanced outcomes. • Considers the commercial and strategic implications of decisions.

Good influencer and communicator	• Communicates effectively with all employees and individuals (both written and verbal). Delivers good messages and considers other points of view when presenting information. • Thinks on their feet to effectively present concepts and solutions to broad audiences. • Builds and maintains effective and constructive working relationships with a range of internal and external stakeholders. • Effectively manages any conflicts.
Results driven	• Demonstrates ability to achieve key deliverables on time and to budget. • Monitors performance and workflow progress, and anticipates problems or obstacles and implements effective contingency plans. • Establishes a clear purpose and sense of urgency for actions; balances future requirements with current need.
Collaboration and stakeholder management	• Good collaboration skills that are constantly developed. • Able to bring the right people together to share ideas and work through solutions. • Develops and maintain good connections and supportive relationships with both internal and external parties and fosters links in areas of mutual interest.
Self-leadership	• Understands own strengths, weaknesses, thoughts, beliefs, motivation, and emotions, and actively practices self-management of both performance and behaviour. • Demonstrates the resilience to keep moving forward when faced with challenges.