



Social
Futures

Position Description

Senior Program Development Lead

Branch	Community, Family and Youth
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Grade 7 (Above Award)
Reports to	Executive Manager, Community, Family and Youth
Supervisory responsibilities	< 3 Reports
Budget Management	Complex with Broad Accountability
Probationary period	6 months from date of appointment
Position description created	August 2020
Approved by	Senior Manager – People & Culture
Review date	August 2021

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Community, Family and Youth Branch provides intervention, diversion and capacity building services with focus areas of housing, employment and health.

The Senior Program Development Lead is responsible for the development and support of innovative new ways of working, models of service, resource development and quality and continuous improvement for new and existing programs to enhance our responses to need in the community.

Key Accountabilities

A high level description of the most critical and important aspects of the role expressed as outcomes

- Lead the development and implementation of strategies and activities to embed new and enhanced funding and program opportunities to support Social Futures achieving sustainable impact and growth
- Work collaboratively with the Executive Manager, Community, Family and Youth, Senior Program Managers and other key staff to develop world class programs drawing on innovative evidence-based practice
- Undertake targeted review of operations, service requirements and delivery models to improve the quality of services to customers with innovative and effective solutions and to meet compliance and best practice requirements
- Support and contribute to the implementation and review of quality and clinical governance processes, quality assurance, compliance tools and quality service delivery procedures and guidelines
- Build, foster and maintain effective relationships with key internal and external representatives and stakeholders and monitor emerging changes to program requirements, legislation and regulation
- Facilitate consultation, performance feedback and collaboration with key stakeholders to enhance service quality, accessibility and responsiveness
- Collaborate with managers across the organisation on the implementation new and enhanced program initiatives, and to ensure services are responsive to the changing needs of the organisation
- Contribute to strategic and business planning processes within the organisation to ensure that plans are informed by high quality service strategy advice and a focus on customer needs
- Lead the development of systems to support the monitoring and evaluation of new activities and initiatives in the branch

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Developing and implementing innovative solutions which align with funding, grant and tender opportunities, and are contingent on ongoing consultation with a wide range of stakeholders
- Supporting program growth and development and ongoing changes to program delivery, with a focus on moving to commercially focused, evidence-based service delivery models
- Maintaining a strategic focus and building organisational capability
- Supporting the organisation to respond effectively, and in a timely manner, to changes across the sector while maintaining business momentum.

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Executive Manager	<ul style="list-style-type: none"> • Provide advice to influence service outcomes and support organisational improvement • Report on performance against agreed measures and discuss future directions • Identify emerging issues and risks and their implications and propose solutions
Community, Family and Youth/ Broader Social Futures Team	<ul style="list-style-type: none"> • Provide active, contributing leadership, advocating the organisational vision, strategy and values, and inspiring a performance driven culture • Provide expert advice on services and activities of the Team
Business and Social Strategy team	<ul style="list-style-type: none"> • Provide expert advice on services and activities of the Team • Collaborate on funding and tender opportunities and identify emerging initiatives
External	
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none"> • Develop, promote and manage relationships to support the development of programs and services to meet current and evolving needs • Establish collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Group	Capability	Level
Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Adept
Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
Deliver Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced
People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Advanced

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> stay calm and act constructively in highly pressured and unpredictable environments give frank, honest advice in the face of strong, contrary views accept criticism of own ideas and respond in a thoughtful and considered way welcome new challenges and persist in raising and working through novel and difficult issues develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Deliver Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure Social Futures outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources

		<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes
Deliver Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage Reform and Change	Advanced	<ul style="list-style-type: none"> • clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty • assist others to address emerging challenges and risks and generate support for change initiatives • translate change initiatives into practical strategies and explain these to staff and their role in implementing them • implement structured change management processes to identify and develop responses to cultural barriers

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or equivalent senior experience in a relevant discipline in psychology, social work, social science, human services or social welfare
- Demonstrated experience in development of new services and service delivery models to respond to health and community need
- Sound knowledge of contemporary quality and clinical governance processes and evidence-based practice in human services
- Demonstrated ability to deliver results in line with organisational priorities and implement innovative and effective solutions to complex problems
- Strong project management skills including experience in change management principles, methodologies and approaches
- Demonstrated experience implementing program review and evaluation processes
- Outstanding relationship, negotiation and conflict management skills with a proven ability to develop and maintain strong and effective relationships with staff, peers, government/funders, service providers and key stakeholders in the local community

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with external stakeholders	Regular
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, mobiles, projectors, video conferencing, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Regular

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level G- Planning at an operational and delivery level is necessary to coordinate a range of activities across a number of Departments
2	Freedom of the position to act (autonomy)	Level F – Decisions will normally be made by the position holder as the specialist staff/ technical expert with minimal review by the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level F – Problems are complex and the solution requires investigation, analysis and evaluation of information that is not readily available and with the application of technical expertise
4	The level of verbal communication skills required of the position	Level E - Mediate and/or negotiate issues between parties to effectively resolve problems
5	The level of written communication skills required of the position	Level F – Write complex non-standard correspondence, reports, and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level E – 5 years up to 7 years
8	Leadership and work coordination skills required of the position	Level F – Leadership and organisational skills are required to manage and control a broad range of work areas or a large and diverse Department The position is responsible for team building and development and for the achievement of a broad range of goals
9	Number of employees for whom the position is accountable	Level B – Up to five people
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level D2