

PROGRAM MANAGER ENCORE



JOB TITLE: Program Manager, Encore

REPORTING TO: Regional Manager, Western NSW and Metro Sydney

DEPARTMENT: Service Delivery

LOCATION: Campbelltown

THE ROLE: The Program Manager is accountable to the Regional Manager for the effective and efficient management and delivery of the Encore Program. Management of this program includes but is not limited to:

- Development and enhancement of relationships with referral agencies and key stakeholders
- Remote supervision of Encore Coordinators in carrying out States and Territories Program requirements including adhering to guidelines, acquittals and reporting
- Ensuring effective delivery of services and risk management
- Funding stakeholder engagement and input into submissions as needed

The Programs Manager works with the Regional Manager to ensure organisational objectives are met and best practice achieved through an organisational structure and culture that promotes transparency and accountability with clear lines of communication and commitment to the principles of social justice.

YWCA VISION: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA PURPOSE: to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives

YWCA's Core Values:

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

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- Manage financial, human and physical resource requirements to deliver the Encore Program.
- Develop and monitor the Encore Program annual operational plan in line with the funding agreement.
- Provide secretariat support to the Encore Advisory Group.
- Comply with all organisational policies and procedures, ensure team compliance and assist in informing the review and development of relevant policies and training as required.
- Apply specific workplace communication techniques to establish rapport, exchange information and facilitate the resolution of any issues with staff, clients and colleagues as required.
- Effectively manage a team of remote program staff by articulating expected standards of performance, providing effective feedback and coaching staff that need development.
- In collaboration with the Regional Manager, identify opportunities to maintain or increase the funding of the program and contribute to tender, grant writing and funding submissions as required.
- Ensure good working relationships and strategic networks with partners, community agencies and Government representatives all at levels.
- Manage, implement, monitor and review contracts, funding and service agreements whilst maintaining a positive relationship with funding bodies. This includes ensuring program targets are met.
- Plan and manage resources to achieve a balanced budget.
- Work with the program and clinical team to ensure the quality and integrity of data and data collection practices.
- Manage all critical situations which occur in the program and maintain safety of all clients and staff within these programs.
- Follow predetermined health, safety and security procedures and incorporate safe work practices into all workplace activities.
- Undertake other tasks as assigned by the manager.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Cert IV in training and assessment.
- Experience working as part of a management team to develop, implement and monitor an operational plan.

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- Previous experience establishing, building and maintaining strategic networks with external providers and funding bodies to improve service delivery and enhance collaborative working relationships.
- Ability to review, develop and implement organisational policies, guidelines and procedures in accordance with strategic planning principles, priorities and legislative requirements.
- Ability to plan and manage resource requirements for operational programs in order to achieve a balanced budget and optimal client outcomes.
- Experience in providing regular supervision and support to staff to ensure that key performance targets and reporting requirements are being met on time and to the required standard.
- Demonstrated experience managing stakeholders and contributing to tender and funding submissions as required.
- Ability to apply a high level understanding of the requirements necessary to manage programs in the non-government sector.
- A valid working with children or working with vulnerable people check and a current drivers licence
- Strong supporter of Women's Rights and willing to push the boundaries.
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
- Results focused, self-motivated and a self-starter who goes above and beyond.
- Doesn't settle, strives for continuous improvement and has a high level of integrity.

EMPLOYEE AGREEMENT

Name

Signature

Date