

## POSITION DESCRIPTION

Position:	Program Manager - inSpire
Reports to:	Executive Manager, Sector and Community
Direct Reports:	Staff, volunteers and contractors
Status:	12 month, fixed term contract (0.80 - 1.0 FTE)
Location:	East Melbourne
Grade:	SCHADS Level 6 + Superannuation + Salary Packaging

## BACKGROUND

inTouch is a not-for-profit organisation that provides services, programs and responses to family violence in migrant and refugee communities. We work across the continuum from prevention, early intervention, crisis and post crisis support and recovery.

inTouch provides innovative services to support women, families and communities from culturally, linguistically and religiously diverse backgrounds affected by family violence, and to work towards preventing such violence through awareness raising, advocacy and community capacity building. Our strategic priorities are prevention and early intervention, crisis intervention, post-crisis support, research and advocacy, building sector capacity and strengthening organisational capacity.

inTouch is the only accredited specialist family violence service in Australia which specifically caters to the needs of those experiencing family violence in migrant and refugee communities.

### Vision

inTouch's vision is for culturally diverse families to live free from violence.

### Purpose

inTouch's purpose is underpinned by four pillars and is focused on strengthening our **leadership** position by using **influence** to shape state, national and international agendas, fostering a culture of **innovation** and making a long-lasting positive **impact** on the lives of people and community.

In 2018 inTouch established **inSpire**, an initiative to support women and their children moving beyond family violence and starting a new life.

## POSITION SUMMARY

The Program Manager will be responsible for all elements of the inSpire program, and report to the Executive Manager, Sector and Community. The Program Manager will develop and implement the inSpire initiative, including working directly with women and children moving beyond family violence, project design, development and implementation, reporting, internal and external partner and stakeholder management and overseeing the fundraising strategy and activities.

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This role supervises and supports the project staff, volunteers and contractors

The Program Manager will drive key operational activity including the implementation of a number of flagship projects for the organisation and the Board, as well as other duties as required that match the incumbent’s skills, abilities and classification.

## RELATIONSHIPS

- |          |   |
|----------|---|
| Internal | The incumbent is expected to develop and maintain respectful and effective working relationships with all inTouch staff, leadership, the Board and Noor Family Violence Survivor-Advocates.   |
| External | Philanthropic foundations and other funding bodies, relevant academic institutions, refugee and migrant communities, government, stakeholders, contractors and partners/agencies within and outside the family violence service sector. |

## POSITION ACCOUNTABILITIES

- Develop and implement inSpire’s program of activities applying community development principles
- Embed quality monitoring and evaluation practices into all aspects of the program, including participant feedback and data collection
- Provide supervision and management to staff, volunteer mentors and consultants
- Ensure high-quality, accurate reporting for internal and external purposes
- Develop and maintain partnerships with relevant external agencies and individuals to support the key areas of inSpire’s work
- Work collaboratively with other teams to develop and improve referral pathways and ensure clear understanding of inSpire across the organisation
- Actively engage in opportunities to raise awareness of the issues through webinars, seminars and other public speaking engagements
- Work in collaboration with the Communications Coordinator to support the communications activities of inSpire.
- Other duties as required

## PEOPLE MANAGEMENT

- Ensure a safe work environment and compliance with inTouch policies and legislation
- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development
- Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable
- Ensure timely completion of PDRs including development plans for direct reports and provide ongoing feedback on their work performance
- Provide induction to new staff members
- Provide leadership and guidance in ensuring a service culture is applied within professional services

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- Lead, mentor and coach staff to promote continuous improvement, including undertaking on-the-job training/instruction and providing daily feedback and performance management
- Monitor, prioritise and coordinate workflow of direct reports

## EXTENT OF AUTHORITY

All expenditure on behalf of inTouch must have prior approval from Supervisor.

## KEY SELECTION CRITERIA

### Essential

- Qualifications and/or a demonstrated understanding of community development approach
- Strong project management skills and significant demonstrated practical experience in developing, implementing and evaluating complex projects, ideally with refugee and migrant communities, including project design and implementation, budgeting, reporting and staff management
- Extensive grants management experience including writing successful applications, administrating and adhering to terms, and working with external contractors, agencies and funders
- Strong organisational and time management skills – ability to work on multiple projects with competing demands
- Demonstrated leadership skills – ability to drive change, engage staff and stakeholders (internal and external), resolve conflict and make hard decisions
- Experience in developing positive relationships with a wide range of key government, non-government and community stakeholders
- Excellent writing skills and experience in preparing executive-level reports, grant applications, analysis papers, project proposals, and communications for senior stakeholders
- Understand the barriers and challenges faced by migrant and refugee communities and/or women who have experienced family violence
- Demonstrated understanding of working intersectionality, working across cultures and with multicultural/multi-sectoral teams

### Desirable

- Experience and understanding of utilizing fundraising principles and tactics
- Working knowledge of current family violence sector reform agenda

### Personal Attributes:

- Genuine commitment to assisting migrant and refugee women and children
- Cooperates and works well with others in the pursuit of team goals and projects, collaborates and shares information through strong communication
- Authentic leadership style, able to model desired behaviours and create an effective team environment, leads a team through change and drives change using broad influencing skills to gain support
- Able to establish and maintain respectful relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations and sensitively manages stakeholder relationships
- Resilience to persevere to achieve goals, even in the face of obstacles, and remain flexible and in control under pressure

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- Planning and organisation skills, sets clearly defined objectives and priorities, reviewing and adjusting as required, identifies processes, tasks and resources required to achieve a goal

### SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must hold a current Victorian driver’s license
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Some travel within Victoria may be required from time to time.

### HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy

### QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation’s audit, contract and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

### CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave pro rata
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA and the provisions of the Superannuation Guarantee (Administration) Act 1992 will apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 reference checks, a national criminal records check, working with children check, international police check (if applicable), driver’s license check, proof of identify, working rights in Australia and qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one week’s notice.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

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## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from those who identify as female only.

Applicants should express their interest through a short cover letter attaching their resume and a brief document, limited to 2 pages, addressing the key selection criteria.

**Email your application to** [narelle@mathershrconsulting.com.au](mailto:narelle@mathershrconsulting.com.au)

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