

POSITION DESCRIPTION

Position:	Recovery Programs Manager
Reports To:	Executive Manager Service Development
Direct Reports:	3+
Status:	Ongoing, full-time
Location:	East Melbourne/Hybrid. Some travel required, including regional Victoria and interstate.
Grade:	SCHADS Level 7 base based on experience + super + salary packaging+ additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch delivers integrated and culturally responsive services to migrant and refugee women experiencing family violence. We offer a continuum of support, including culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, and evidence-based policy and advocacy work. Additionally, we focus on enhanced capacity-building across the sector.

Our services extend to supporting victim-survivors on their long-term recovery journey, focusing on economic independence, social connections, resilience, and wellbeing through therapeutic interventions. These efforts are bolstered by our *inLanguage*, *inCulture* delivery model and a workforce largely comprised of migrants and refugees, ensuring culturally nuanced, expert support in over 20 languages.

For over 40 years, inTouch has assisted more than 20,000 women and continues collaborating with partners to empower women, children, and families to thrive and achieve their full potential for a fulfilling life.

inTouch’s 2022-2025 Strategic Plan [here](#).

POSITION SUMMARY

The Recovery Programs Manager will lead a team to support inTouch clients to positively work towards their recovery goals and achieve their full potential for a fulfilling life.

This role involves leading the delivery of services designed to promote social connections, economic independence, and enhanced holistic wellbeing. The Recovery Programs Manager will ensure that all services adhere to the highest standards of client-centred and trauma-informed care, while actively developing and strengthening partnerships with various stakeholders. Additionally, the Manager will strategically drive the program's growth, and sustainability through effective resource management and business development activities.

KEY RELATIONSHIPS

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- Internal Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, and NOOR Survivor-Advocates to ensure cohesive team dynamics and effective, client-centred, program execution.

- External Cultivate and sustain productive relationships with a broad network of stakeholders, including specialist family violence services, multicultural community organisations, government agencies, academic institutions, and funding partners. Engage with these groups to enhance program delivery and secure resources and support necessary for achieving strategic goals.

POSITION ACCOUNTABILITIES

1. Program Delivery and Service Development

Objective: Ensure effective delivery and continuous enhancement of the inSpire recovery program, focusing on fostering social connections, promoting economic independence, and improving wellbeing through individual and group therapeutic services.

Key Responsibilities

Program Oversight - directly manage and expand recovery programs to meet diverse client needs, working with community organisations, partnering agencies, government, academic, corporate partners, and others, to enhance program reach and effectiveness.

Client-Centered Care - ensure services are responsive to the unique challenges faced by culturally and racially diverse survivors of family violence, prioritising client safety, dignity, and rights. Continuously refine service offerings to provide culturally-safe and trauma-informed care, including staff training and development.

Standards Compliance - develop and uphold service delivery guidelines that align with key frameworks such as the *MARAM Framework and Department of Health and Human Services Standards*, ensuring consistency and high quality across all service touchpoints.

Network Collaboration - forge effective partnerships with internal teams (e.g., Case Management and Legal Services) and external providers to deliver comprehensive, integrated services aligned with inTouch’s mission.

2. Team Leadership and Culture

Objective: Cultivate a high-performing team culture through effective leadership, staff development, and promotion of inTouch’s vision, mission, and values.

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Key Responsibilities

Team Management - lead, coach, and develop a team of program practitioners, setting clear goals, providing regular feedback, and promoting professional growth. Includes oversight of inSpire’s volunteer program.

Culture Building - foster an inclusive, supportive environment that encourages innovation, accountability, and continuous improvement.

Operational Leadership - align team efforts with organizational goals and program objectives, ensuring effective cross-departmental collaboration.

3. Strategic Impact & Relationships

Objective: Enhance the impact and reach of inTouch’s recovery services through strategic partnerships, effective stakeholder management, and active engagement in resource mobilisation.

Key Responsibilities

Partnership development - build strong relationships with a broad network of stakeholders to enhance program delivery and secure necessary support.

Engagement and marketing - work closely with the Engagement & Communications team to develop and execute community engagement and marketing strategies that effectively promote programs and align with our organisational mission.

Performance monitoring - track and report program performance against established objectives and the broader inTouch performance framework, utilising data to drive improvements.

Advocacy and representation - represent inTouch at forums, conferences, and networking events, advocating for client needs and engaging stakeholders to increase program visibility and impact.

4. Business Growth & Sustainability

Objective: Drive program growth and financial sustainability through strategic business development, rigorous budget management, and adherence to financial policies.

Key Responsibilities

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Budget management - maintain rigorous oversight of program budgets, ensuring financial targets are met and resources are allocated efficiently to support strategic objectives.

Risk and Compliance - manage financial risks and ensure compliance with regulatory standards and organisational policies.

Business development - collaborate with internal teams (*Government Engagement, Corporate Relations, and the Growth* team) to identify and capitalise on funding opportunities aligned with strategic priorities.

Sustainability initiatives - implement initiatives to secure new funding streams and enhance the longevity and impact of services.

Other Responsibilities

As assigned - undertake additional tasks as directed by the Executive Manager or CEO, which may vary based on organisational needs and priorities.

KEY SELECTION CRITERIA

Essential

- 5 + years of Experience in program management, preferably within the non-profit sector supporting vulnerable groups.
- Tertiary qualification in Community Development, Social Work, Psychology, Business, or related field.
- Demonstrated understanding of culturally sensitive practices and of the unique challenges faced by multicultural communities.
- Demonstrated understanding of Trauma-Informed practices
- Demonstrated ability in strategic planning, team leadership, and cross-functional collaboration.
- Experience in budget development and management, and funding acquisition.
- Excellent communication and interpersonal skills, capable of working effectively with diverse teams and stakeholders.
- Ability to manage complex projects and multi-faceted community programs.

Desirable

- Ability to speak a language in addition to English.

Personal Attributes

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have sensitive discussions.
- Highly organised, detail oriented and outcomes driven.

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SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

QUALITY & CONTINUOUS IMPROVEMENT

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

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