

## POSITION DESCRIPTION

Position:	Program Manager
Reports To:	Chief Services Officer
Direct Reports:	May have 1-2 direct reports depending on team capacity
Status:	2 years Fixed term, full-time (1.0 FTE)
Location:	Hybrid - based in East Melbourne and Dandenong, as well as working from home arrangements, travel required at various locations including regional Victoria as required.
Grade	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6 or 7 depending on experience + superannuation + salary packaging

## ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

### Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and

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refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

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

## POSITION SUMMARY

The Program Manager is initially responsible for overseeing the delivery of inTouch’s new Settlement Engagement and Transition Support (SETS) program. The purpose of the SETS program is to equip and empower humanitarian entrants, other vulnerable migrants and their communities, with the knowledge and tools to address their settlement needs in order to improve social and economic participation, and community connectedness. The program focuses on building independence, self-agency, self-efficacy, and personal well-being.

Through SETS, inTouch is delivering community engagement and sector capability building to support migrant and refugee communities in Melbourne’s South-East, West and Ballarat to thrive in equitable, safe and supported relationships in their families and communities. The role will lead SETS project cycle management, including implementation, coordinate program delivery across regions, build partnerships and manage stakeholder engagement.

This is a dynamic role where commitment to continuous learning, social justice and cultural humility will be your strengths. The role may also change to take on additional projects, or programs as priorities and delivery evolve.

## KEY RELATIONSHIPS

Internal	The incumbent is expected to develop and maintain respectful and effective working relationships with all inTouch staff, inSpire Program Manager, Government, Corporate Relations and Growth team, Direct Services team, and NOOR Family Violence Survivor-Advocates.
External	Migrant and refugee communities, community leaders, community service organisations, government agencies, project partners, contractors and partners/agencies within and outside the family violence service sector.

## POSITION ACCOUNTABILITIES

### Project Management and Coordination

- Lead the planning and implementation oversight of all program activities, ensuring alignment with funding agreements, policy objectives and organisational goals.
- Develop program delivery plans and monitoring, learning and reporting frameworks to ensure all program components are delivered on time, within scope and iterate in response to feedback and learning.
- Monitor and report progress against service delivery targets and outcomes, including client referrals, program and training participation and evaluation metrics.
- Maintain up to date knowledge of relevant policies and frameworks that impact settlement.

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**Stakeholder Engagement and Partnerships**

- Develop and maintain partnerships with community-based organisations across each service delivery location, building upon inTouch’s Partnership Framework to foster collaborative relationships that support group facilitation, community engagement and capability building initiatives.
- Map and engage partner organisations across service locations to strengthen referral pathways, linking to inTouch’s training team for culturally responsive capability development and enhance access to specialist family violence services.
- Represent inTouch externally and share insights and learning at place-based and/or thematic networks and forums.

**Monitoring, Reporting and Continuous Improvement**

- Establish and implement robust systems to track program outputs and outcomes, including client referrals, group participation, partnership strength, and the impact of community and sector engagements.
- Support reporting through required government systems, demonstrating compliance with program impact and performance metrics.
- Conduct regular reflections and evaluations to identify opportunities for program innovation and improvements.

**Additional Position Accountabilities**

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours to support delivery of community engagement activities.
- Some travel regionally (Ballarat) may be required from time to time.

**PEOPLE MANAGEMENT**

- Ensure a safe work environment and compliance with inTouch policies and legislation.
- Effectively lead 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 work 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.
- 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**

The incumbent must follow the inTouch Delegations of Authority.

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## ACADEMIC AND PROFESSIONAL SKILLS

### Essential:

- Proven experience in project coordination or management within the settlement, community development or primary prevention of family violence sectors.
- Demonstrated ability to oversee complex, multi-location programs, including resource allocation, team coordination and excellent partner and stakeholder engagement.
- Exceptional communication and interpersonal skills, including experience in partnership development and support, and stakeholder collaboration.
- Strong understanding of the challenges faced by migrant and refugee communities, including systemic barriers to justice and wellbeing.
- Excellent organizational and time management skills, with a track record of delivering programs on time and within scope.
- Strong data collection, analysis and reporting skills to monitor program outcomes and impact.

### Desirable:

- Previous experience working in the field of family violence primary prevention or response, within broader community services or multicultural communities
- Current Victorian Driver's License.
- Strong networks within Settlement services or family violence services in one or more of the program locations.
- Fluency in a language other than English.

## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer use.

## 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 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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## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify 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.
- 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.

## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the *Information Privacy Act 2000*.

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