



Position Description

Job title:	Programs Manager
Award:	SCHADS
Classification:	Level 5/6 TBD in accordance with qualifications and experience
Reports to:	CEO
Status:	Fixed term – 12 months. Some after-hours and weekend work will be required.
Location:	Mitcham/Croydon/East Ringwood
Direct reports:	Yes
Date updated:	June 2022

Job Purpose

Mullum Mullum Indigenous Gathering Place (MMIGP) is a strong, proud, culturally connected and self-determined Aboriginal Community Organisation in the Eastern Metropolitan Region (EMR). Our purpose is to provide a safe and welcoming environment for people to connect with culture, learn new skills and contribute to community health and wellbeing.

The Programs Manager is responsible for leading, coordinating and building MMIGP programs – developing staff capabilities, ensuring the effective and efficient delivery of service delivery and ensuring all programs meet community, organisational and funding body expectations.

Key Responsibilities

- Provide high level leadership, direction and supervision to MMIGP staff to ensure strategic priorities and key performance targets are met.
- Work with the CEO and Operations Manager to ensure programs are delivered in ways that meet community needs and funding guidelines.
- Ensure an effective program governance framework is maintained to ensure program coordinators / leaders have clear guidelines to inform high standards of clinical/professional client support, record keeping and reporting.
- Work with Program Leaders/Coordinators to develop, monitor and review annual performance and workplans.
- Provide regular supervision and support to Program Leaders/Coordinators
- Report on program performance to the MMIGP management team and Board of Directors
- Develop strategies to ensure team members adhere to MMIGP policies, procedures and values



- Establish and foster positive and collaborative internal and external stakeholder relationships particularly MMIGP Funding bodies and service delivery partners
- Ensure MMIGP upholds compliance with Governing Bodies, Funding bodies, partnerships and stakeholder requirements where applicable.
- Represent the organisation at various stakeholder meetings as appropriate
- Work with Program Leaders/Coordinators and CEO to identify service delivery gaps and opportunities, advocate for improved system responses and contribute to the development of grant applications
- Lead by example and contribute to building an organisational culture based on collaboration, program excellence and innovation
- Contribute to embedding a focus on continuous quality improvement to ensure service delivery to program participants, Elders and the Aboriginal community in the EMR is reflective of best practice.
- Adopt and apply OH&S policies and procedures to ensure a safe work environment
- Support the CEO and senior manager/team leaders and undertake management duties when required
- Other duties as required

Key selection Criteria

Experience, Qualifications & Skills

- Demonstrated understanding of the Victorian Aboriginal community and the ability to communicate effectively with Aboriginal people of all ages, particularly Elders and youth
- Understanding of the specific cultural and historical issues that impact on Aboriginal clients, particularly in response to intergenerational trauma and the Stolen Generations
- Highly effective experience in people management and developing collaborative teams
- Experience in working in an organisational leadership team, making a contribution to ensuring strategic goals and priorities are achieved
- Good project management skills and/or experience in developing, promoting and marketing, implementing, budgeting and measuring success
- Demonstrated ability to work across multiple projects and delivering milestones within tight timelines and budgets
- An understanding of Government funding and reporting and how to establish effective and positive relationships with government contract managers and relevant staff
- Exceptional stakeholder management skills with the ability to forge and strengthen partnerships and collaborations
- Proven ability to consult and negotiate effectively with members of the MMIGP community, Government, MMIGP partners, and service providers
- Exceptional written and verbal communication skills with the ability to effectively communicate and engage with a broad range of stakeholders, coordinate organisational reporting
- Well-developed organisational skills including ability to prioritise, complete tasks, respond to requests on time, and pay attention to detail



- Proficiency in Information Technology with skills in Word, Excel, PowerPoint (or similar presentation packages), internet, email and electronic file management

Required

- A tertiary qualification in community services, social sciences, management or related discipline
- At least 3 years' experience in successfully managing diverse teams and delivering a varied range of service focused programs
- A current first aid certificate or willingness to obtain once employed
- A current Working with Children Check and Police Check
- A current Victorian Driver's License
- Available to work flexible hours including weekends, school holidays and afterhours where required
- Vaccination for COVID-19 (2-dose minimum)

Personal Attributes

- Culturally aware and inclusive
- Client and Community focused
- Collaborative and supportive
- Able to form positive relationships with others
- Ethical and honest
- Self-disciplined and motivated
- Analytical and determined

Please Note

- This role will primarily be located in Mitcham with travel to other MMIGP sites as required

**Aboriginal and Torres Strait Islander people
are strongly encouraged
to apply.**