

Position Description

POSITION TITLE:	General Manager – Living, Learning and Earning (2 year contract)
DEPARTMENT:	Executive Team, CEO Office
DATE APPROVED:	3 rd June 2021
APPROVED BY	Chief Executive Officer

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith * Integrity * Respect * Belonging

Concern Australia is a grassroots organisation supporting vulnerable young people. We emerged out of the work of Rev Dr John Smith, who also nurtured the growth of the God’s Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2020 we launched *Resilience and Inspiration*, our new Strategic Plan and we are working to realise our aspirations.

The future is looking bright as we celebrate our 50th year of impact, have a new strategic plan *Resilience and Inspiration* and leverage our fresh new identity.

Our work focusses on the innovation, development and delivery of responses in the areas of Living, Learning and Earning; Housing & Homelessness; and Youth Justice. Each year we connect 25,000 young people across Australia through the following activities:

Living Learning & Earning

- Values for Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year
- fiXit – automotive social enterprise linking young people to apprenticeship or further education opportunities
- Job Advocates – supporting and linking people to employment or educational services and programs to support Victorians into work.

Housing & Homelessness

- Inside Out – the provision of Out-Of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Chief Executive Officer
SUPERVISES:	4 Program Areas (7-10 direct reports)
INTERNAL LIAISONS:	Board, Executive, General Managers, Program Managers, Finance
EXTERNAL LIAISONS:	Government, Philanthropists, Donors, Corporates, Universities, Media

POSITION OBJECTIVES

- Support the achievement of *Resilience and Inspiration*, Concern Australia’s Strategic Plan
- Oversee and develop two well established Programs - Hand Brake Turn and Values for Life
- Manage and embed two new initiatives – fiXit Social Enterprise and Jobs Advocate Program
- Explore new opportunities under the Living, Learning and Earning Pillar of Concern Australia’s work
- Manage and build on existing funding relationships with Government, Donors, Service Groups and Philanthropists
- Maintain and develop strategic partnerships with key stakeholders including the Department of Education and Training; Department of Justice and Community Safety; Department of Jobs, Precincts and Regions; Primary, Secondary, Government and Independent Schools; Local Learning Employment Networks (LLENs), Universities – youth worker placements and research;
- Develop Concern Australia’s approach to Social Procurement and explore new revenue streams that enable greater reach and impact
- Expand and develop innovations that positively impact and create opportunities for young people
- Diversify income streams and untied funding including through social enterprise activities
- Raise the profile of Concern Australia’s activities and programs for young people and children
- Develop a strategic approach for growth and innovation

KEY RESPONSIBILITY AND DUTIES

- Provide exceptional people leadership for Staff and Volunteers with a focus on communication and teamwork
- Manage existing and emerging programs under the Living, Learning and Earning Pillar including program planning, reporting and accountability
- Oversee all aspects of budgets and financial management of the Living, Learning and Earning Pillar
- Maintain and develop strategic partnerships with current and potential funders
- Coordinate and lead new innovations
- Manage all tenders relating to education, enterprise and innovation
- Maintain a focus on OHS, Risk and Continuous Quality Improvement

REQUIRED SKILLS AND EXPERIENCE

- Demonstrated leadership at a senior level including ability to work directly with Concern Australia Board and Sub-Committees
- Experienced in program management in a community/education setting
- Possess excellent communication and interpersonal skills with a strong focus and proven ability to connect with, build and maintain stakeholder relationships
- Highly organised with strong administrative and self-management skills with a proven ability to manage and prioritise workloads
- Ability to think creatively, strategically and innovatively

- Flexibility to adjust and adapt to changing organisational demands whilst meeting routine commitments and deadlines
- Ability to negotiate with service providers and partners and prepare reports, budgets, acquittals and correspondence as required

KEY SELECTION CRITERIA

1. Evidence of a personal commitment to Concern Australia Mission, Vision and Values
2. Demonstrated experience in a senior leadership role as strategic thinker and program/project/people manager in a dynamic and ever-changing environment
3. Degree qualification in Management and/or Education desirable (Certificate IV in TAE well regarded). Along with degree/diploma in psychology, social work, youth work, social sciences – or equivalent will be highly regarded
4. Commitment to creating positive opportunities for young people who have experienced significant disadvantage and may present with challenging behavior
5. Well-developed communication skills – presentation, oral and written material with the ability to prepare tenders, correspondence, reports, publications and maintain records
6. Successful engagement with government at all levels, philanthropists, corporates and community partners
7. Strong understanding of Secondary and Vocational Education and Training environments beneficial

SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.
- Some after hours work may be required.

INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Prolonged sitting: computer work, data entry
Occasional standing: filling, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Occasional work in isolation
Occasional driving

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing a child safe and protected environment in all its activities and programs and has a zero tolerance approach to child abuse or exploitation. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check where required.