

Program Manager – Hand Brake Turn and Pathways

Reports To: General Manager – Service Delivery

Primary Job Purpose

To provide leadership and day-to-day management of the delivery of high-quality educational / vocational programs and services to meet the identified needs of young people while leading service development and growth.

Responsibilities and Duties

1. Lead, supervise and oversee the team in accordance with CA organisational policies and regulatory standards and ensure that operations are safe, effective, compliant, ethical and sustainable.
2. Under the guidance of the General Manager, review service delivery against best practice models and emerging trends / research and manage the implementation of high-quality responses and approaches to young people.
3. Develop and maintain effective relationships with a wide range of CA's partners and stakeholders including (but not limited to) government, corporate supporters, community organisations, educational institutions and supporters. Use all available opportunities to promote the positive reputation and profile of CA.
4. Identify opportunities for growth and funding, working with the CEO, GM and others to develop strategic opportunities to build new services.
5. Ensure the necessary resources and systems are in place such that all of Concern's program activities are managed and reported within the agreed parameters of risk, capability and outcomes.
6. Operate as a member of the senior leadership, participating in planning and decision-making, building organizational capacity in collaboration with the Executive and the wider leadership team.
7. Participate in the 24-hour rostered Out of Hours Service which involved responding to crisis calls / support for CA services.
8. Ensure operations are within budget, unless otherwise agreed.
9. Model the Concern WHS values and behaviours and hold others accountable to the same standard.
10. Ensure that the GM is fully appraised of all relevant information such that the GM can properly discharge her duties.

KPIs

- i. Program Delivery – in accordance with service standards requirements and target outcomes
- ii. Program Development – ongoing analysis and development and responses to emerging needs
- iii. Effective management of stakeholders (internal and external)
- iv. Safety – of young people, staff, visitors, and others
- v. Cost Management -program delivery within budget(s)