

# Position Description

<b>Title</b>	Program Officer, Operations
<b>Business unit</b>	South & East Victoria & Carer Services
<b>Location</b>	Negotiable
<b>Employment type</b>	Full time or Part time   Ongoing
<b>Reports to</b>	General Manager, South & East Victoria & Carer Services

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

Reporting to the General Manager South & East Victoria, and as a member of the Operations Leadership Team, this role works closely and collaboratively with all internal and external stakeholders to deliver key Operations projects and competencies.

Uniting (Victoria and Tasmania) has recently implemented a new Operations structure comprising four business groups:

- Consumer Directed Services;
- South & East Victoria & Carer Services;
- North & West Victoria, Tasmania & Early Learning; and
- Alcohol & Other Drugs and Mental Health

The Program Officer, Operations leads and manages Operations projects across the business units which collectively improve Uniting's capacity to:

- Connect and deliver high quality, effective and efficient services;
- Improve community outcomes and impact;
- Develop high quality models of practice; and
- Deliver financial sustainability

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The position ensures projects and deliverables are aligned with Uniting's strategic plan, operating plans, funder agreements, accreditation and program standards and relevant legislation, policies, protocols and procedures.

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## 2. Scope

**Budget:** Nil

**People:** Nil

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## 3. Relationships

### Internal:

Executive Leadership Team, Senior Leadership Group, Performance and Integration division, Mission and Ethos division, Strategy and Engagement division.

### External:

Governments and funders, peak bodies, service partners, Uniting Church of Australia – Synod of Victoria and Tasmania (including presbyteries, congregations and ministries), Uniting Care Australia and related collaborations.

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## 4. Key responsibility areas

### Functional

- Scope and manage key projects to deliver Uniting's strategic plan, the Operations operating plans and service delivery improvement.
- Deliver projects that meet objectives and outcome indicators within resourcing, budget and agreed timelines.
- Monitor and evaluate projects to ensure objectives and deliverables are met.
- Embed a culture of innovation and continuous improvement.
- Ensure appropriate and relevant quality and risk management, and project management frameworks are embedded in approaches utilised across Operations.
- Ensure operations projects are supported by evidence and outcomes and impacts are comprehensively evaluated
- Develop and maintain effective relationships with key internal and external stakeholders, including clients, families, peak bodies, community service organisation, relevant professionals and federal, state and local governments.
- Provide authoritative advice to internal and external stakeholders and prepare and present detailed reports, briefings and submissions on complex matters.
- Provide timely reports, relevant advice and information to the Operations Leadership Team and the Executive General Manager, Operations as required.
- Ensure compliance with all relevant legislative and regulatory requirements within scope of responsibility.
- Monitor and manage effective utilisation of project resources.
- Undertake other projects and activities at the discretion of the Executive General Manager Operations.

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#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
  - Ensure appropriate use of resources
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
  - Identify opportunities to integrate and work collaboratively across teams
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
  - Promote a positive safety culture by contributing to health and safety consultation and communication
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
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## 5. Person specification

### Qualifications

- Appropriate tertiary (Bachelor degree) qualifications in project management, human/community services and/or public administration
- Post-graduate (Masters degree) (desirable)
- PMP, Prince2 Practitioner certification or equivalent

### Experience

- Significant operations (senior) management experience in a similar organisation of scale and complexity
- Strong project management experience in a similar organisation of scale and complexity
- Experience with and understanding of project management life-cycle, methodologies, tools and technology
- Strong experience in the design and development of programs and services
- Strong experience in the design and development of business development strategy

### Core selection criteria

- Values alignment: Proven ability to demonstrate and authentically promote Uniting's values
- Project management: Proven experience in a similar position within an organisation of similar size and scale
- Stakeholder Relationships: proven ability to partner with and influence a broad range of demanding stakeholders
- Communication: Highly developed written and oral communication skills; competently and confidently communicates the need for change
- Negotiation: Proven ability to negotiate and give and gain cooperation at all levels

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- Change Management: Good knowledge of contemporary change management models and methodologies and demonstrated experience in leading successful change projects
  - Complexity: ability to work effectively and positively within complexity and ambiguity
  - Leadership: team oriented, collaborative approach with the ability to support and contribute to the Operations leadership team (tactically and strategically)
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#### **6. We are a child safe organisation**

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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