

Position Description



Title	Senior Project Manager
Business Unit	Aged and Carer Services
Location	321 Ferntree Gully, Mt Waverley
Employment type	Max Term Full Time – 3 months
Reports to	Executive Officer Aged and Carer Services

1. 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

2. Position purpose

The Senior Project Manager will drive operational development and change management activities across the Aged and Carer Services team. The position will facilitate, develop and deliver professional development, project management and provide change management implementation support. The position will focus on the development and growth of the skills of employees in the Aged and Carer Services team with an emphasis on the legislative, regulatory and accreditation requirements of the programs

3. Scope

Budget: Nil
People: Nil

4. Relationships

Internal:

- Executive and Senior Program Management
- Employees, volunteers & contractors for the Aged and Carer Services team
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

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External

- Consumers and their families, carers and/or advocates
- Government departments and other funding bodies
- Key partners, community services networks and peak bodies

5. Key responsibility areas

Operations

- Support the development of high quality, efficient, accessible, accountable and appropriate supports and services for the consumers of Uniting
- Proactively build workforce capacity and business flexibility to adapt to consumer needs and changes in the sector.
- Actively drive and support a culture of safe work practices, responsive safe consumer service and inclusive continuous quality improvement
- Provide leadership and specialist advice to Aged and Carer Services staff and management on sector reform, compliance, risks and emerging issues in the Aged Care sector.
- Contribute to the development of a consistent approach to sector development and change management across the organisation, minimise duplication of effort and build on learnings from other areas of the organisation;
- Actively drive program understanding of and compliance with the Aged Care Quality Standards
- Coach and mentor Team Leaders and other staff with supervisory responsibilities. Where necessary provide additional support to enhance employee capacity through:
 - supporting individuals to achieve their potential and contribution to organisational goals and outcomes
 - managing and monitoring specific improvement objectives in annual improvement plans relating to the area of responsibility
- Facilitate effective Aged Care Quality Standards staff training
- Develop and support procedures to maintain accurate and complete records of program work activities, performance against targets and KPIs in accordance with program legislative and requirements, information security and privacy legislation and policies.
- Provide back up support as required for on-call employees

Strategic Planning

- Identify opportunities to link program activities to strategic directions and inform future operational support and development activities;
- Provide specialist advice on highly complex, contentious or sensitive issues and where necessary develop ongoing strategies to address emerging issues
- Identify gaps in services, keep abreast of sector reform developments and ensure this information informs internal planning processes
- Maintain a comprehensive understanding of policy developments relevant to aged care reforms (e.g. CHSP, HACC-PYP, HCP) and act as a conduit of this information to the organisation;
- Manage a range of projects/functions with strategic importance, including management of project budgets and staffing
- Respond productively to deliver solutions and outcomes in an organisational environment complicated by scale, heterogeneity and complexity.

Stakeholder Relationships

- Foster positive working relationships and partnerships operationally and strategically with internal and external stakeholders
- Support the development and maintenance of external and internal alliances, networks and partnerships to promote collaborative quality service delivery;
- Support internal stakeholders to develop systems and procedures to respond to Aged Care Quality Standards and emerging risks and opportunities;

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- Collaborate with relevant networks and external sector stakeholders to inform and strengthen internal capacity and development and change management initiatives to respond to the challenges during a time of significant change within the sector

Change Management

- Support the organisation to implement changes emerging from aged care sector reform while maintaining a stable service delivery platform during change activities;
- Support internal stakeholders to understand and prepare for and implement changes and reform in the aged care service sector that will impact on the organisation and consumer. Support staff to develop a clear understanding of their roles and responsibilities in a changing environment
- assist to design and apply a continuous improvement matrix in response to the need for adaptive and timely implementation to sector change and consistently embed change associated with industry changes
- Act as a key internal communication point for sector development and change management
- Work with the organisational executive team and other stakeholders to disseminate accurate and timely information about any changes in aged care

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting’s values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

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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6. Person specification

Qualifications

- Bachelor level in relevant professional field such as community services, health, community development, or psychology (required)
- Masters level in management or equivalent (preferred)

Experience

- Significant experiencing in managing complex and large scale programs and services
- Significant and demonstrable leadership experience in the not for profit, community services sector
- Extensive knowledge of the Aged Care sector, its regulatory requirements and reform agenda
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- Insert the preferred but not essential experience this position requires (can be more than one bullet point)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership** – Strong leadership and management skills and knowledge; ability to build strong, high functioning teams and align teams with organisational strategy and values.
- **Program and Service Development** – Significant experience in the leadership and development of programs and services in a complex environment; extensive experience in the development and implementation of programs and services, using data to improve service delivery and consumer experience.
- **Communication** – Ability to communicate a vision that generates enthusiasm and commitment; high level written and oral communication skills; ability to prepare high quality business cases and reports
- **Change Management** – Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale
- **Project Management** – highly developed conceptual and analytical skills and the ability to apply a project management approach to addressing complex matters.
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships with staff; strong ability to establish credibility with staff and inspire a shared vision
- **Problem-solving** – proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

7. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.

8. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Manager

Name:

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Signature:

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Date:

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