

Wyndham Community and Education Centre Inc

Job Description

CSG Program Manager Job Description

General Information

Incumbent:	N/A – new position
Classification:	Social & Community Services Award 2010 Level 5.1
Reports to:	Projects Manager
Hours:	38 hours per week
Core hours:	9 AM - 5:06 PM, Mon – Fri
Duration:	12 mths

Position objective

The Victorian Government is funding the delivery of three new Community Support Groups (CSGs). The CSGs are based on a local, community-led approach to strengthen services and support for South Sudanese families and communities; to empower and support young people from these communities; and to intervene early to mitigate against factors that lead to youth disengagement.

The CSG model places engagement at its centre. Each CSG will work with the local South Sudanese community it supports to develop a plan of activities to build individual's and communities' resilience, strengthen families, engage young people in pathways to education, training and employment and support their social and civic participation.

In addition to these activities, CSGs will link in with separate, newly funded programs and services as well as existing programs operating in the area.

The CSG Program Manager will provide management and leadership of the CSG including two Project Workers and two Youth workers. Particular emphasis will be placed on developing and nurturing productive relationships with external program partners so that program participants achieve positive outcomes for themselves, their families and community. In this context, a Local Reference Group will be established comprised of community members including young people, local and state government representatives to guide the CSG's operations, activities and engagement with local South Sudanese communities.

This is a full-time fixed-term 12-month position with key deliverables and stakeholder relationships across the Wyndham region.

The CSG Program Manager will work closely with the COO, Projects Manager and other relevant staff including the senior management.

The CSG Program Manager reports regularly to the Projects Manager to review the current performance of the program.

This document was reviewed and updated in August 2018 and supersedes all previous versions.

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Duties & responsibilities

1. Strategy & planning

- 1.1 Liaise with CEO and COO about the strategic direction of the CSG Program (as required)
- 1.2 Provide input into COO Board Reports and Annual Reports as requested

2. Business development

- 2.1 Explore opportunities to generate income in line with annual funding targets to support growth and longevity of the program following demonstration phase
- 2.2 Work with the Projects Manager/COO to plan and prepare submissions & funding applications in line with Wyndham CEC / CSG strategic direction
- 2.3 Work within and across networks to form/ enhance strong project partnerships
- 2.4 Assist and contribute to preparation of submissions to promote the CSG's work for example through conferences, symposiums and awards ceremonies

3. CSG Operations

- 3.1 Design, implement and evaluate evidence-based programs that support pathways for children, young people, parents and families from South Sudanese-Australian communities across the Wyndham region, with a focus on prevention/early intervention and community capability building activities
- 3.2 Lead community engagement and consultation with South Sudanese-Australian communities to facilitate their participation and contribution in local and regional initiatives
- 3.3 In liaison with the Projects Manager and COO contribute to Wyndham CEC's CSG work plan including regular monitoring and reporting of outcomes
- 3.4 Develop and maintain detailed program activity plans, with a focus on prevention/early intervention and community capability building activities, which have clear deliverables against timelines, budgets, risk mitigation strategies and stakeholder partnerships
- 3.5 Assist with and contribute to the development of clear and concise reports to highlight the breadth and depth of activities being undertaken, suitable for reporting to State Government Departments, Board and Local Reference Groups
- 3.6 Regularly exchange knowledge and information with other Wyndham CEC staff to strengthen cultural awareness of South Sudanese-Australian communities and the reach, impacts and benefits of the CSG
- 3.7 Regularly identify facts/figures, stories and case studies to support high quality and timely communications. Work closely with the Projects Manager to maintain a calendar of communications and events/activities across the region
- 3.8 Lead the organisation through any project audits/ evaluations
- 3.9 Ensure MoUs are developed and signed with program partners where required

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4. *Financials*

- 4.1 Maintain program activity budgets, including accountability for program activity expenses and resource allocation
- 4.2 Work with the Projects Manager/COO to:
 - Prepare and monitor CSG Program budget
 - Understand and control CSG Program expenses

5. *Managing staff and human resources*

- 5.1 Manage staff including:
 - Project Workers x 2
 - Youth Workers x 2
- 5.2 Once Program is established, oversee staff recruitment & selection in consultation with COO & Business Services Manager
- 5.3 Meet regularly with program staff including convening/ chairing all relevant program team meetings and communications
- 5.4 Manage performance agreements and performance appraisals including
 - Ensuring the Projects Manager is aware of any performance management issues as they arise
 - Contribute to the training and development of team members
 - Coach and mentor as required to ensure optimum program performance

6. *External relationships*

- 6.1 Establish and maintain partnerships and extensive networks at a regional and local level with schools, cultural and religious leaders, families and community organisations to support effective program delivery, growth in participation and support of at-risk children and youth
- 6.2 Participate in an advisory and advocacy capacity on regional and local working groups to advance the strategic support of South Sudanese-Australian communities across the City of Wyndham

6.3 With the Project Manager, co-chair the monthly CSG Local Reference Group

7. *Risk & compliance*

- 7.1 Manage the statistical information required by funding bodies and ensure it is gathered, entered, validated and reported in a timely manner, including data on participants, volunteers and stakeholders
- 7.2 Review and improve internal systems as required to ensure that minimal risks occur and compliance with the program is maintained
- 7.3 Lead review of any relevant policies and procedures as per program
- 7.4 Ensure compliance with Wyndham CEC Policies and Procedures
- 7.5 Ensure compliance with any program management/ funding agreements

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8. *Other requirements*

- 8.1 Participate in management team meetings as required
- 8.2 Meet all administrative, compliance and reporting requirements related to program
- 8.3 Maintains a safe, inclusive and welcoming 'learning environment' for all participants taking into account diverse mix of cultural and religious requirements.

9. *Currency of professional skills and knowledge*

- 9.1 Maintain professional skills and knowledge relevant to the CSG Program including:
 - Education and employment programs & services
 - Community strengthening programs & services
 - Social enterprises
 - Government policy directions & funding body compliance

Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of the Wyndham Community and Education Centre Inc. as stated in its Rules of Association and Vision & Mission statements.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria introduced compulsory minimum standards that apply to Wyndham CEC from 1/1/2016 to help protect children from all forms of abuse. The child safe standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry. Wyndham CEC has a commitment to child safety and zero tolerance of child abuse.

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Key Selection Criteria

The person for this position will have demonstrated experience to:

1. Understand the issues facing children, young people, parents, women and families from South Sudanese-Australian communities across the City of Wyndham.
2. Design and implement approaches to support outcomes for children, young people, parents, women and families from South Sudanese backgrounds, in particular those that are disengaged from education and employment.
3. Influence and gain support and assistance of parents, cultural leaders and other community agencies.
4. Operate within the vision and values of a not-for-profit community organisation including the genuine commitment to access and equity principles and the concept of multiculturalism.
5. Demonstrated ability to manage staff.
6. Demonstrate ability to independently manage time, prioritise and meet set timelines in an environment of competing priorities.
7. Demonstrated ability to work within and across networks and form strong partnerships
8. Strong organisational skills and high level oral and written communication skills in English and other national languages of South Sudan, including report writing and funding applications

Qualifications

- Qualifications and extensive senior leadership experience in education, career planning or social work is highly regarded

Requirements

- To undergo a selection process including interviews, reference checks and a Working with Children Check. Any placement or position is subject to satisfactory checks.
- A current driver's licence.
- Be over the age of 18.