

Position Description



Role:	Program Manager - Critical Service Delivery
Reports To:	Director of Services and Advocacy Operations
Employment Type:	Full Time (1.0 FTE)
Award Pay Level:	Level 6 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 214-218 Nicholson Street, Footscray

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

ASRC Homelessness and Basic Needs Program

The Homelessness and Basic Needs Response (HBNR) Program provides information, advice, advocacy, referral, and direct material/financial aid services to address issues related to basic survival needs for people seeking asylum. The HBNR Program works closely with other ASRC programs and with key stakeholders across the asylum seeker, homelessness, and basic needs sectors. In addition to providing these services, the HBNR Program also undertakes networking, advocating, and lobbying around unjust refugee policies and other issues affecting people seeking asylum.

The Homelessness and Basic Needs Response Program consists of a Basic Needs Response Team, a Homelessness Response Team, and cross-program support staff (the HBNR Coordinator and HBNR Program Manager).

Specific Duties

The Program Manager - Critical Service Delivery is responsible for managing all elements of the Homelessness and Basic Needs Response program including staff and volunteer management, projects and services, stakeholder engagement, promotional activities, oversight of budget, allocation and administration of resources, and strategic planning.

Program management

- Planning and evaluation of program operations to ensure appropriate resource allocation, effective service delivery and the best possible outcomes for clients
- Work collaboratively with a variety of programs throughout the ASRC to ensure holistic support and develop strategies to overcome issues
- Contribute to ASRC internal policy development relevant to Humanitarian services
- Development and maintenance of guidelines and relevant procedural documents relating to the Homelessness and Basic Needs Response Program
- Contribute to organisation reports and publications
- Collation of data, case studies and narrative related to HBNR services and program outcomes for reporting, advocacy and continuous improvement purposes
- Oversee HBNR decisions, delegations and financial/client accountability; including responding to client complaints/appeals and relevant broader advocacy issues
- Ensure the program has a robust volunteer workforce and monitor the recruitment, engagement, training and support of the HBNR volunteer team.

Staff management

- Leadership, development and maintenance of an effective and high performing team
- Work with HBNR staff to implement strategic plan actions through the development of work plans, monitoring and reporting progress.
- Oversee staff work hours and leave and ensure adequate coverage of HBNR services
- Take an active role in supporting staff to maintain health and wellbeing
- Annual reviews with staff, in collaboration with HR Advisor and Director
- Staff recruitment, training and ongoing supervision, including debriefing after critical incidents

Networking, partnership development and advocacy

- Develop and maintain excellent working relationships with key service providers in the asylum seeker sector
- Develop and maintain excellent working relationships with mainstream welfare agencies to address barriers that exist for people seeking asylum in accessing services
- Participate in relevant stakeholder and network meetings and provide community education in relation to people seeking asylum

General Responsibilities

Contribute to the needs of the broader ASRC

- As part of the Extended Leadership Group, contribute to broader ASRC goals and strategies.
- Role model active engagement through attending and actively participating in organisation-wide staff meetings and service development days
- Be the point of contact for HBNR as part of the multidisciplinary organisation
- Report on HBNR outcomes, needs, news-stories to share internally and externally
- Contribute to broader advocacy, campaigns and fundraising initiatives to both advocate for systemic change and to build awareness of the issues affecting people seeking asylum in Australia and the work of the ASRC.

Selection Criteria

Essential:

- Qualification in Social Work, Community Development , Community Services or other relevant discipline or equivalent experience in a Program Leadership role.
- Experience in leading and managing a multidisciplinary team of talented and diverse staff and volunteers.
- Experience managing a Program including; program design, troubleshooting challenges, managing budgets, evaluating impact, reporting , and continuous improvement.,
- Experience working with funders, both Government and Non-Government.
- Demonstrated ability to manage change and business as usual in a complex and diverse workforce.
- Exceptional communication skills with the ability to build key internal and external stakeholder relationships.
- Cultural competency with the ability to work effectively with people from diverse backgrounds.

Desirable:

- Lived experience of seeking asylum in Australia
- Understanding of current legislation, regulations, and policy requirements in the homelessness and/or basic needs sector
- Knowledge of the refugee determination process and the complex barriers to safe and affordable housing and basic needs that people seeking asylum face
- Experience in providing casework services and crisis response to people seeking asylum, or high needs/complex clients, or clients who have experienced trauma