



POSITION DESCRIPTION

Position Title:	Program Development Manager
Location:	Box Hill
Reporting to:	General Manager – Human Resources
Direct Reports:	5

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



Our Child Safety Commitment

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

This position is responsible for leading the development of innovative new ways of working and models of service which will enhance our responses to need in the community.

The Program Development Manager will lead a team known as Special Works. Special Works may be established where a St Vincent de Paul Conference or St Vincent de Paul Council identifies a specific need which cannot be satisfied within the normal scope of the St Vincent de Paul Conference or Council activity. Special Works are established by, and responsible to, the St Vincent de Paul State Council.

The Special Works team encompasses current Special Works support including Education Programs, Home Assist, Vinnies No Interest Loans Scheme and the Welfare Call Centre. The Manager will also provide support to other Special Works currently delivered by members (without specific paid support) such as Prison Visitation, Scholarship Schemes, emergency housing etc.

The Program Development Manager will also assist members and volunteers to identify areas of unmet need in communities that could be addressed by a work of charity delivered by Society members or volunteers. In responding to unmet need, the Special Works team will support members and volunteers to identify new programs, and to plan, develop and implement and evaluate these.

The position ultimately supports members and volunteers to be effective in their responses to the most disadvantaged in our communities.



KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Lead, manage and motivate team to achieve their objectives	<ul style="list-style-type: none"> • In conjunction with HR; recruit, develop and retain a skilled and motivated team • Build a cohesive and engaged team and foster a culture with our mission at its centre • Develop clear KPIs for all team members and actively implement the Society's performance management processes • Communicate effectively with your team through regular team and individual meetings • Lead the team in the practice of continuous improvement • Assures a work environment that recruits, trains and supports highly qualified staff, including annual performance appraisal, appropriate staff supervision • Specifies accountabilities for staff in management roles and evaluates performance regularly • Participate in an annual evaluation process against the set KPI's for the position
Impact	<ul style="list-style-type: none"> • Support the delivery of high quality services and programs through research, community engagement and learnings from practice • Demonstrate the effectiveness and impact of our programs and services by: <ul style="list-style-type: none"> ○ Establishing understanding of profiles for current programs (objectives, current spend, measurements and client profiles, etc.) ○ Draft program theory for all current programs ○ Develop robust reporting to understand our impact and current and emerging needs to inform future services • Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning • Monitor organisational performance with tracking and establish corrective measures as needed
Volunteer Support and Communication	<ul style="list-style-type: none"> • Build and maintain strong relationships with Special Works Leaders, volunteers and other stakeholders and the capacity to influence and encourage volunteers • Ensure effective communication between Special Works Leaders, relevant Society staff, Central Office Management, members and volunteers • Work with program leaders and HR to recruit the right number of suitable volunteers in all programs • Ensure induction and training plans are in place



	<ul style="list-style-type: none">• Work with program leaders and HR to build succession plans for all Soup Van operations leadership roles• Oversee recognition awards and events for volunteers• Ensure all staff and volunteers are compliance (food safety, police checks, WWCC, driver licenses)
Relationships and Networks	<ul style="list-style-type: none">• Represent the Society and develop team to represent the Society on industry networks to build the Society's reputation and continue bringing new learnings into the organisation.• Build and maintain strong relationships with external stakeholders (Schools, Good Shepherd, etc.)
Compliance and Budgets	<ul style="list-style-type: none">• Develop your work plans to ensure that all resources; be they human, material or financial, are managed effectively and with efficiency to achieve strategic objectives.• Monitor and report on budget as required, take action to address negative budget variances and ensure expenditure is within budget.• Understand costs of programs and work with GM to develop fundraising plan / source grant opportunities / donations.• Ensure all program procedures are up to date• Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures
Safety, Child Safety and Food Safety	<ul style="list-style-type: none">• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents• Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required• Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes• Ensure your teams understand and are accountable for risk management with their work



POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager – Human Resources	Internal	<ul style="list-style-type: none"> Line Manager
Managers/Team Leaders and staff of Special Works programs	Internal	<ul style="list-style-type: none"> Direct Reports. Daily Operations/ Management
Special Works Leaders	Internal	<ul style="list-style-type: none"> Ongoing support/guidance/communication and reporting as required
Special Works Volunteers	Internal	<ul style="list-style-type: none"> Ongoing support/guidance/communication as required
Support teams in Central Office	Internal	<ul style="list-style-type: none"> Support and advice
External Welfare Service Organisations	External	<ul style="list-style-type: none"> Develop formal and informal relationships/ agreements which support the work of the Society in accordance with the Strategic Plan and Business Plan
Special Works Program Recipients (Clients)	External	<ul style="list-style-type: none"> Service Delivery

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.



KEY REQUIREMENTS

Qualifications

- Tertiary qualifications in Management, Community Development, Welfare or equivalent

Skills

- Exceptional people and coaching skills
- Project management
- Outstanding written and verbal communication skills
- Highly skilled at forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Strong time management skills, including the ability to meet deadlines
- Ability to work well under pressure

Knowledge / Experience

- Demonstrated experience in strategic planning and implementation
- Demonstrated experience in development of new services/models to respond to a community need
- Demonstrated and/or working knowledge of assisting people experiencing disadvantage and marginalisation
- Demonstrated experience in developing and sustaining effective working relationships, partnerships in order to achieve effective client outcomes
- Experience developing and measuring program impact
- Experience leading and engaging people to achieve objectives
- Experience coaching and developing managers

Attributes

- Behaves in an ethical and professional manner at all times
- Flexible and adaptable
- Strong customer service orientation
- Leadership, courage and resilience
- Outcomes driven
- Willingness to travel throughout Victoria as required
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.