

Position Description

POSITIONS DETAILS	Programs Manager
LOCATION:	Ceduna, Port Lincoln, Whyalla, Yalata, Oak Valley or Adelaide
DEPARTMENT:	SAWCAN Executive
REPORTS TO:	Executive Manager, SAWCAN
DIRECT REPORTS:	Regional Integrated Care Project Manager, TIS Project Manager, Culture Care Connect Project Manager, Strong Bubs, Strong Families Project Manager, Continuity of Care Project Manager.
DATE UPDATED:	October 2024
HOURS OF WORK:	1.0 Full-time, 37.5 HOURS PER WEEK
AWARD CLASSIFICATION:	Health Professionals and Support Services Award 2020 Health Professional—level 4
BASE SALARY	\$117,117.00 per year plus superannuation
ADDITIONAL EMPLOYMENT CONDITIONS:	As described in letter of offer
PROBATION AND PERFORMANCE REVIEWS	Probationary period for this role is 6 months. Performance reviews will occur annually.
CONTRACT TIMEFRAME:	12-month contract

ABOUT SAWCAN

SAWCAN is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

- Nunyara Aboriginal Health Service in Whyalla
- Port Lincoln Aboriginal Health Service in Port Lincoln
- Yadu Health Aboriginal Corporation in Ceduna
- Tullawon Health Service in Yalata
- Oak Valley Health Service in Oak Valley

Together, the five member ACCHOs provide comprehensive primary health care to over 5,500 Aboriginal people in a region from Whyalla, west to the WA border (approx. 1,300km geographical distance).

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge

- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

KEY POSITION OBJECTIVES

The SAWCAN Programs Manager is responsible for providing strategic leadership and operational oversight of all SAWCAN programs and projects, ensuring they are delivered effectively and in alignment with SAWCAN's goals and the health needs of the community.

This role involves managing contracts, mentoring program staff, and fostering their leadership and project management capabilities.

The Programs Manager will lead program evaluations, develop roadmaps to address priority community health needs, and use regional data to support advocacy efforts. Additionally, they will drive policy development in alignment with SAWCAN's project initiatives and community health priorities.

KEY PERFORMANCE INDICATORS AND RESPONSIBILITIES

The Programs Manager will:

Program oversight and delivery

- Ensure all SAWCAN programs and projects are delivered on time, within scope, and budget.
- Support staff to develop and maintain program plans, including setting milestones, timelines, and performance measures.
- Monitor project progress and provide regular updates to the Executive Manager, SAWCAN board and Partner Organisations.
- Identify risks and challenges in program delivery and implement strategies to mitigate them.

Contract management

- Manage all contracts related to SAWCAN projects that you manage, ensuring compliance with contractual obligations.
- Liaise with funding bodies to ensure deliverables are met and reports are submitted on time.
- Review and negotiate contract terms, ensuring they are aligned with SAWCAN's objectives and community needs.

Staff management and development

- Provide coaching, mentoring, and support to SAWCAN program managers, ensuring their ongoing professional development.
- Build staff capacity in project management and leadership.
- Conduct regular performance reviews and provide constructive feedback to staff, setting clear development goals.

Program evaluation and reporting

- Collect, analyze, and report on program data, using insights to drive improvements.
- Prepare and submit comprehensive program reports to Executive Manager, funders, and external stakeholders.

Community health needs and roadmap development

- Identify priority community health needs through consultations with Partner Organisations and regional data analysis.

- Lead the development of strategic roadmaps to address these health priorities, ensuring alignment with Partner Organisation expectations.
- Collaborate with Partner Organisations and government agencies to implement these roadmaps.

Data-driven advocacy

- Collect, interpret, and use regional data to advocate for the health needs of Aboriginal communities.
- Present data-driven recommendations to influence health policy and resource allocation at local, state, and national levels.
- Ensure advocacy efforts are aligned with SAWCAN's strategic goals and community priorities.

Policy development and leadership

- Lead policy development specifically related to SAWCAN projects and programs.
- Ensure all policy initiatives are informed by program data, Partner Organisation feedback, and current health trends.
- Engage with local, state, and national health bodies to advocate for policies that support the region's health priorities.

Team Leadership and Development:

- Lead and manage the team, providing guidance, mentorship, and support.
- Foster a positive and productive work environment and culture.

Reporting:

- Provide quarterly written reports to the SAWCAN Directors on the keys areas of work including your successes, challenges and risks
- Meet regularly with SAWCAN Executive Manager to update on progress on work, successes, challenges and support / training needs

Communication and networking:

- Develop and maintain excellent working relationships with each of the SAWCAN members, their staff, Directors and executive managers.
- Actively participate in working groups, forums, conferences and other meetings as required

Other:

- Support the implementation of the SAWCAN strategic plan
- Support with funding applications for the SAWCAN region as required
- Attend stakeholder meetings as required.
- Proactively advocate for and share the successes of SAWCAN as a preferred provider for regional models.
- Develop and share case studies of good practice across the region
- Intra and interstate travel is required.
- Additional ordinary hours and out of hours work may be required.
- Other duties consistent with the position where required and/or requested by the Executive Manager from time to time

PERSON SPECIFICATION

Skills & Knowledge:

- Deep understanding of Aboriginal and Torres Strait Islander culture and ways of doing business in a culturally appropriate manner.
- Significant and demonstrated knowledge of and experience with the Aboriginal Community Controlled Health Sector
- Proven experience in operations management, preferably within the non-profit sector.
- Strong understanding of contract management.
- Experience in data collection and evaluation frameworks.
- Proficiency in developing business systems, policies, and procedures.
- Excellent HR management skills, including recruitment, performance management, and employee relations.
- Knowledge of risk and compliance frameworks.
- Financial acumen with experience in budgeting and financial reporting.
- Excellent leadership, communication, and organisational skills.
- Ability to work collaboratively and manage multiple priorities
- Excellent communication skills, both verbally and in writing with the ability to address a wide range of audiences.
- Demonstrated interpersonal skills and ability to exercise tact and diplomacy; deal appropriately with sensitive issues; and maintain a high level of confidentiality at all times.
- Negotiation, facilitation and networking skills
- Ability to work independently to tight deadlines and strong time management skills

Previous Work Experience:

- Previous experience in a similar role.
- Demonstrated experience working with Aboriginal people, organisations and communities and other stakeholders including government agencies and non-government organisations.

Personal Attributes:

- Innovative - finds ways to work better and smarter. Has the ability to generate alternative options and ideas
- Determined – can research a myriad of options and is able to set a clear path to move the Network forward. Deals with obstacles and impediments
- Analytical – Takes a systematic approach when building toward improvements
- Ethical – Is transparent, honest and exercises good judgement
- Self-Disciplined - Manages own time to achieve key outcomes
- Flexible – Can adapt to changing circumstances in the workplace / sector and is able to take advantage of new and emerging opportunities
- Resilient - Recovers from setbacks and learns from experience and identifies areas for self-development
- Supportive – has the ability to encourage others, listens actively and can demonstrate empathy when confronted with adversity

Qualifications & Training:

- Tertiary qualification in Business Administration or related field
- Current valid driver's licence, minimum of Class "C" or equivalent.
- Current First Aid Certificate, or ability to obtain.
- Current immunisations or willingness to participate in staff immunisation program.

DECISION MAKING AND ADVICE

Decisions this role makes alone

- Program implementation procedures - Establishes and implements day-to-day procedures and processes for the delivery of SAWCAN programs and projects.
- Program resource allocation - Decides on the allocation of resources such as program staff, equipment, and time for specific projects or tasks in line with approved program budgets.
- Program budget management - Oversees day-to-day financial management of program budgets, ensuring expenses are aligned with project funding and requirements.
- Staff management and development - Assigns responsibilities and tasks to program managers and makes decisions on staff development opportunities within their team.
- Program reporting - Decides the content and structure of internal and external reports on program progress, evaluation, and outcomes.
- Policy implementation - Ensures that SAWCAN program policies are implemented consistently across all programs under the manager's responsibility.
- Staff travel and scheduling - Approves staff travel requests for team members under direct supervision, ensuring alignment with program needs and budget constraints.

Advice/ recommendations

- Program strategy and development - Provides strategic insights and recommendations to the Executive Manager on new program initiatives and improvements to existing programs.
- Priority health needs - Advises on the identification of priority community health needs and recommends strategies to address them through SAWCAN's programs.
- Performance metrics for programs - Suggests key performance indicators and benchmarks to measure program success and identify areas for improvement.
- Advocacy and policy development - Provides recommendations to support advocacy efforts based on program outcomes and regional health data. Suggests specific policy responses to enhance SAWCAN's community impact.
- Partnerships and collaborations - Recommends strategic partnerships and collaborations with other organisations to expand SAWCAN's reach and improve program delivery.
- Staff training and development - Advises on the training needs of program staff and recommends professional development programs to enhance their skills and performance.
- Risk mitigation - Recommends risk mitigation strategies for potential challenges in program delivery, including funding shortfalls or community resistance.

Delegation of Authority

- The Programs Manager has delegated authority from the Directors to manage the day-to-day operations of all SAWCAN programs and projects. Decisions that affect organisational strategy or require significant changes to program scope should be made in consultation with the Executive Manager.

Financial accountability

- The Programs Manager has a financial delegation of \$5000 within annual budget approved by the Directors.
- Approval of timesheets and leave requests for Regional Integrated Care Project Manager, TIS Project Manager, Culture Care Connect Project Manager, Strong Bubs, Strong Families Project Manager, Continuity of Care Project Manager (inline with delegations policy)

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____