



POSITION DESCRIPTION
Programs Lead (2 positions)**

Position Title: Programs Lead (two positions)

Reports to: CEO

Employment Details and Remuneration:

Employer: Weave Youth and Community Services Inc.

Hours of Work: One of the positions will be at 5 days per week or a nine day fortnight; one position will be at 4 days per week. Allocation of working days will depend on the needs of the organisation and the availability of successful applicants.

Status: Permanent - All positions at Weave are dependent on continued funding

Award: Social Community Home Care and Disability Services Industry Award 2010 (SCHCADS)

Grade: SCHCADS SACS Level 8 Paypoint 1-3 depending on qualifications and experience. Weave pays 8.6% above the SCHCADS hourly rate.

Benefits: Superannuation @ 10% and leave loading @ 17.5% plus generous wage packaging/salary sacrifice available and bonus paid leave days over the end of year break.

Location: The positions are located across Weave sites including the Weave Head Office at 1B Elizabeth Street Waterloo, with time also spent based at Weave's other sites in Waterloo, Woolloomooloo and Malabar.

SUMMARY OF FUNCTIONS:

As part of the Weave Leadership Team, the Programs Leads:

- Provide day-to-day management, supervision, professional guidance, support and development to Weave Program Managers.
- Ensure systems and processes are in place to support high quality service delivery to vulnerable people.
- Lead and nurture a harmonious, supportive and progressive culture where the vision, mission and values of Weave are always upheld.
- Participate in continuous quality improvement to ensure that Weave consistently provides high quality services, improves systems and processes and maintains service accreditation.
- Assist in growing the organisation's capacity to provide quality, responsive services through contributing to funding applications /tenders, reports, evaluation, staff training and development and implementation of organizational policies and procedures, systems and services.
- Provide program development support and guidance and assist in establishing, designing and rolling out community-led, innovative and effective new programs.

Reporting Relationships

The Programs Leads report directly to the CEO and are part of the Weave Senior Leadership Team along with the CEO, Head of Brand and Strategy, Community and Culture Lead, HR Manager, Operations Manager and the Finance Manager. These are key leadership roles at Weave who work closely with the CEO, Head of Brand and Strategy and from time to time may be required to step up when the CEO is on leave.

The Programs Leads will manage, support, supervise and develop Weave's Program Managers across all programs and sites.

Key Accountabilities

**The list of accountabilities below represent the key responsibilities of the Programs Leads as a team. The division of these accountabilities between the two positions will depend on the skills, qualifications and experience of the successful candidates.

Leadership:

- Participate fully as a key member of the Weave Leadership Team to support the CEO and Board to achieve the mission, vision, and strategy of Weave.
- Contribute, as part of the Weave Leadership Team to the development and implementation of Weave Youth and Community Services' Strategic and Operational Plans.
- Provide line management, supervision, guidance and professional development support to Program Managers.

- Provide planning, development, review and evaluation support and guidance to Program Managers for their programs and projects.
- Work with Program Managers to develop and monitor team and individual work plans that provide professional development opportunities and align with Weave's strategic and operational plans.
- With the Weave Leadership Team, contribute to the funding, development and implementation of high quality new programs and projects and expansion of existing programs in line with community needs and Weave's mission, values and strategic plan.

People and Culture:

- Work alongside the Leadership Team which includes the CEO, Head of Brand and Strategy, Co-Programs Lead, HR Manager, Community and Culture Lead, Operations and Accounts Manager and Finance Manager to champion, maintain and advance the Weave culture, ethos and values.
- Lead Weave's clinical supervision function. Source and screen potential clinical supervisors for Weave staff who are engaged in direct client work and ensure clinical staff are accessing clinical supervision regularly. Develop a system to track and monitor this to ensure best practice. Review and update Weave's Supervision Policy and recruit new supervisors as needed.
- Support Program Managers and staff with complex clinical cases where appropriate.
- Lead the management of Student Placements at Weave.
- Lead and drive peer development activities, whole of Weave staff meetings, program manager meetings, team building days, wrap up parties. Work with the Operations Manager to ensure all practical requirements are in place for the smooth running of these events.
- Foster connection, communication, collaboration and sharing of resources across Weave teams/programs and sites.
- Participate in HR functions in relation to Programs you lead in conjunction with the Human Resource Manager, including but not limited to recruitment, induction, injury management, performance management and review, disciplinary procedures and grievance resolution.
- Alongside the HR Manager and Head of Brand and Strategy, drive internal communications, staff appreciation and morale-building to ensure staff

satisfaction, staff retention and a harmonious work culture across teams, sites and the whole of Weave.

- Take a role in ensuring the implementation of the Aboriginal Healing Framework across Weave programs and sites.
- Alongside the Head of Brand and Strategy, champion Weave's way of working and the "Magic of Weave"

Compliance and Reporting:

- Assist with the development and review of operational policies, procedures and systems for continuous quality improvement and to achieve Weave Youth and Community Services' strategic goals and objectives.
- Respond effectively and professionally to a wide range of difficult situations such as those involving performance management, professional development, complaints, incidents or conflict resolution with individuals or groups.
- Manage the complaints processes at Weave and maintain the complaints register.
- Prepare a bi-monthly Programs Lead reports and any other briefing documents as required for the Weave Board. Attend Weave Board meetings and relevant sub-committee meetings as needed.
- Assist in the preparation of reports, submissions, tenders, service delivery models, program logics, policies and procedures on a range of issues relevant to the organisation's needs.
- Ensure all programs comply with funding body reporting requirements and KPIs.
- Oversee compliance with data collection across Weave programs via client databases (Currently CDS and CIMS). Ensure client case plans and client satisfaction surveys are systematically being implemented across Weave.
- Lead Programs and Project Planning / Development / Evaluation in consultation with the Leadership Team.
- Ensure reports are completed on time and to a high standard, as required by funding bodies, assist in writing grant applications and tenders, participate in program evaluations and prepare other compliance and outcome reporting documentation as required by Weave and funding bodies.

- In collaboration with the Brand Manager and Head of Brand and Strategy, assist with collation of data and information from teams and programs for Weave Annual Reports, newsletters etc.
- In conjunction with Program Managers, ensure development, implementation and review of program plans across the service and ensure these are aligned with the strategic and operational plan.

Partnerships and Promotion:

- Develop and maintain relationships with key community, government, funding body and supporter stakeholders.
- Represent Weave at external meetings, working groups, events, taskforces and stakeholder meetings.
- Assist the CEO, Head of Brand and Strategy, and Fundraising and Volunteer Manager with development and maintenance of external relationship and partnerships, including drafting MOUs and SLAs where appropriate.
- Assist in raising Weave's profile and promoting the unique service offerings and impact of Weave to external stakeholders, government, corporates, philanthropists etc.
- Weave plays a key role in safeguarding civil rights and advocating for equality of opportunity for our clients and communities. Where appropriate, and in line with Weave's strategic priorities, lead and represent Weave as part of wider community on advocacy campaigns around issues that impact Weave's service users and communities.

Staff Development and Training:

- In consultation with the Leadership Team, Program Managers, HR and the wider staff team, organise service-wide staff training and staff development.
- Development of training opportunities for staff and teams, with input from Program Managers.
- Support Program Managers to prepare abstracts and presentations about Weave's work for conferences, seminars etc.
- Work with the Leadership Team and Program Managers to identify staff succession opportunities for key roles and work with staff and managers to develop identified staff with a view to taking on more senior roles.

General Accountabilities of all Weave Staff

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, training, team building and performance appraisal etc as required.
- Perform all duties in accordance with the Weave Code of Conduct, and Weave policies and procedures and relevant legislation and industry regulations.
- Unequivocally acknowledge the importance of, and practice in accordance with, Weave's Aboriginal Healing Framework, the primary policy that fundamentally outlines and guides our practice and engagement with our Aboriginal and Torres Strait Islander clients and communities.
- A commitment to EEO policy and OH&S safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be in. Treat people like you would if they came to your home.
- Notice when things are untidy and make an effort to clean up as needed. Everyone at Weave has a responsibility to keeping our spaces clean and tidy so that our clients and community feel valued.
- Make sure all visitors to the centre are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly. Hospitality is a shared responsibility of the whole of Weave team and is included in the job descriptions of all staff.
- It is important to take care to listen very carefully to what people are asking for and not make assumptions about their needs, it is equally important to welcome all people to the centre, even those that clearly don't fit in our target group. Everyone who comes to any Weave site should feel valued.
- If someone has made an appointment to see a particular staff member, you need to make sure that the staff member knows the person has arrived and is waiting for them.
- Whilst it is understood that each worker has specific duties, there is a natural overlap of roles.
- Expectations of workers roles can change according to the needs of the community and available resources.

Selection criteria include but are not limited to:

1. A strong team player with demonstrated management experience, effective leadership and people skills in a fast-paced not for profit setting
2. Demonstrated high level organisational and time management skills, attention to detail, and ability to manage competing priorities and deliver high quality outputs to tight deadlines.

3. Tertiary qualifications in human services and/or management eg. social work, community management or other related fields
4. Demonstrated excellent communication skills, both written and verbal, including experience writing advocacy letters, briefing papers, grant applications and reports
5. Commitment to excellence in service delivery in the not for profit sector and ability to design, develop and grow highly effective community led programs
6. Ability to support and guide staff and Program Managers with complex client issues and critical incident debriefing
7. Demonstrated networking and collaboration skills and experience
8. Demonstrated experience with change management and implementing new systems and processes
9. Working with Children Check clearance
10. National Police Check clearance