

POSITION DESCRIPTION
Programs Lead | Weave Youth & Community Services

Position title	Programs Lead
Reports to	CEO
Location	The position is located across Weave sites including Weave Head Office and Weave Women & Children's Centre in Waterloo, Weave Woolloomooloo, (all on Gadigal Land), and Weave Kool Kids Program on Bidjigal Land in Malabar
Hours	Full time (5 days per week/35 hours per week)
Status	Permanent: All positions at Weave are dependant on continued funding and are subject to a 6 month probation period
Award	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS)
Remuneration	SCHADS SACS Level 8 Paypoint 1-3 depending on qualifications and experience. Weave pays above the SCHADS Award hourly rate. Weave hourly rate range for Level 8: \$66.12 - \$68.72 Plus Superannuation @ 11% (increasing to 11.5% after 1 July 2024) Plus Annual Leave Loading of 17.5%
Benefits	Generous salary sacrifice Above Award hourly rates based on a 35 hour week Bonus paid leave days over Christmas and New Year

About Weave Youth & Community Services

[Weave Youth & Community Services](#) is a place-based community organisation located on unceded Gadigal and Bidjigal Land in Sydney, that has been delivering a range of programs, supports and services developed with and for the community for 48 years.

Weave's purpose is to empower people to change their lives, and healing and connection is at the centre of our work. Weave supports children, young people, women and families who are impacted by systemic disadvantage and intergenerational trauma. Around 70% of all those we support across Weave are Aboriginal and/or Torres Strait Islander people. As a non-Aboriginal controlled organisation, Weave is strongly committed to walking alongside Aboriginal and Torres Strait Islander people in their ongoing fight for justice and self-determination.

Our work at every level is guided by our [Aboriginal Healing Framework](#).

About the Position

There are two Programs Lead roles that together fulfil the Programs Lead function at Weave. There is also a part time Service Improvement Manager role that works closely with the Programs Leads.

The Programs Lead roles:

- Provide day-to-day management, supervision, professional guidance, support, critical incident debriefing, 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 community consultation, 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 innovative and effective new community led programs and services to meet community needs.

Key Responsibilities

The Programs Leads manage, support, supervise and develop Weave's Program Managers across programs and sites and provide oversight, support and guidance for program operations and service delivery across Weave.

Leadership:

- Keep the Weave Leadership Team abreast of key information across your programs.
- Contribute to the development and implementation of Weave's Strategic and Operational Plans and advance the mission, vision, and values of Weave.
- Provide line management, supervision, guidance, critical incident debriefing and professional development support to Program Managers.
- With the Service Improvement Manager, provide planning, development, review and evaluation support and guidance to Program Managers for their programs and projects.

- With the Weave Leadership Team, contribute to the funding, development and implementation of high quality new programs and projects and expansion and improvement of existing programs in line with community needs and Weave's mission, values and strategic plan.
- Support your Program Managers to prepare abstracts and presentations about Weave's work for conferences, seminars etc.

People and Culture:

- Nurture, maintain and advance the Weave culture, ethos and values.
- Support Program Managers and staff with complex clinical cases where appropriate.
- Contribute to team building days, staff meetings, wrap up parties etc.
- Foster connection, communication, collaboration and sharing of expertise, practice knowledge and 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.
- Take an active role in ensuring the implementation of the Aboriginal Healing Framework Policy and all key Weave frameworks and policies across Weave programs and sites.

Compliance and Reporting:

- Contribute to the development and review of operational policies, procedures and systems for continuous quality improvement and to achieve Weave's strategic goals and objectives.
- Prepare bi-monthly Programs Lead reports and any other briefing documents as required for the Weave Board. Support your Program Managers to prepare presentations to the Board from time to time. Attend Weave Board meetings and relevant sub-committee meetings as needed.
- Assist in the preparation of reports, funding applications, submissions to inquiries, 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.
- 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.
- Ensure your programs comply with data collection across client databases (Currently CDS, CIMS and DEX).

- Contribute via the Service Improvement Manager to the development of client case plan templates and client satisfaction surveys etc, and ensure these are being systematically implemented across Weave.
- In collaboration with the Brand and Impact Manager and Head of Fundraising & Communications, assist with collation of data and information from teams and programs for Weave Annual Reports, impact snapshots 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.
- Ensure that complaints are managed and recorded in accordance with Weave policy and in a consistent, fair, confidential and timely manner, and that the information gained in the complaints process is used to improve the operation of the organisation.
- Act as the Weave Privacy Officer and oversee the collection, storage, use and disclosure of personal information in accordance with the law and Weave policy, including handling subpoenas and file requests.
- Act as the Whistleblower Governance Officer and encourage and implement standards and procedures for the reporting of conduct that is of legitimate concern, by providing a convenient and safe reporting mechanism and protection for workers who make serious disclosures.

Partnerships and Promotion:

- Develop and maintain relationships with key community, government, peak, and funding bodies, and stakeholders and connect Program Managers with these partners.
- Represent Weave at external meetings, working groups, events, taskforces and stakeholder meetings.
- Develop and maintain good working relationships with key stakeholders for your programs and Weave more broadly.
- Assist in raising Weave's profile and promoting the unique service offerings and impact of Weave to external stakeholders, community, 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 advocacy campaigns around issues that impact Weave's service users and communities.

Staff Development and Training:

- Support the Service Improvement Manager to coordinate and organise staff training and development opportunities.
- Work with the Leadership Team and Program Managers to identify staff succession opportunities for key roles and work with staff and managers to develop staff with a view to taking on more senior roles.

- Work with Program Managers to develop and monitor team and individual development plans that provide professional development opportunities and align with Weave's strategic and operational plans.
- Facilitate regular Program Managers meetings, with the other Programs Lead, to build relationships, identify community trends, facilitate reflective practice and share learnings.
- Meet regularly with the other Programs Lead for information sharing, planning and reflective practice.
- You may be required to perform other duties as directed from time to time to suit organisational requirements and which are broadly consistent with your role.
- Additional general responsibilities and expectations of all Weave staff are outlined in the Weave Code of Conduct.

Selection Criteria

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 and or equivalent relevant experience.
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. Understanding of the issues impacting, and the unique strengths of Aboriginal communities, families, young people and children, particularly in the inner Sydney area.
7. Ability to support and guide staff and Program Managers with complex client issues and critical incident debriefing.
8. Demonstrated networking and collaboration skills and experience.
9. Demonstrated experience with change management and implementing new systems and processes.
10. Working with Children Check clearance.
11. National Police Check clearance.

Desirable

- Identify and be accepted by the Aboriginal Community as an Aboriginal and/or Torres Strait Islander person (as currently defined in the NSW Aboriginal Land Rights Act 1983).