

POSITION DESCRIPTION

Position Title	Program Manager
Reports to (Title)	General Manager Cabrini Outreach
Executive Director	Group Director Mission & Cabrini Outreach
Department	Cabrini Outreach Administration
Position Location	154 Wattletree Road, Malvern
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	

Position Summary & Role Purpose

Is responsible for managing Cabrini Outreach international and national programs conducted in collaboration with Partners. Under direction of the Cabrini Outreach General Manager and in collaboration with our Partners, design and implement the program objectives and priorities, identifying and mitigating program risks, calculating human and financial needs whilst creating a monitoring, evaluation and learning framework to guide key learnings and ongoing program design for Cabrini Outreach and Partners.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership

- Participates in the development and deployment of the Cabrini Outreach strategy and is responsible for Program management in conjunction with partners.
- Represent Cabrini Outreach within international and national partnerships as documented within Partnership Agreements and Memorandum of Understanding.
- Obtain all information and agreements necessary for the integration of Cabrini 's programmes in the local partnership (context) and improve the targeted population's awareness of them.
- Lead, audit and document the monitoring visits of Partners to ensure our partner programs are in accordance with partnership and organisational agreements including our Cabrini Outreach regulatory and compliance requirements.
- Monitor the political and development situation in Cabrini Outreach's targeted regions in order ensure that Cabrini Outreach's mission, values, policies and image are respected by Partners, national employees, populations, authorities and associated partners.
- Together with the Partners, evaluate needs by identifying the population's health status, by analysing the context (environment, actors involved, negotiations for access etc.) and associated risks and constraints in order to define priorities and projects goals and to assess material, human and financial resources needed
- Propose and carry out exploratory assessments, according to General Manager's indications, in order to better comprehend context, priorities, constraints and population needs.
- Assist Partners with development of an appropriate data collection and epidemiological surveillance system, in agreement with the General Manager, in order to ensure evidence-based design and implementation of technical programs for the targeted population

1.2 Management

- Steer and supervise the implementation, monitoring and evaluation of the programs in collaboration with the team, by collecting information and comparing it with the objectives, schedules in order to monitor progression and early detection of deviations and propose corrections
- Provide reporting to the General Manager on program evolution and propose corrections if needed
- Elaborate the Partnership's institutional memory, keeping and filing written records on its development, in order to broadcast Cabrini Outreach achievements and improve awareness.
- Monitor the risks and threats around the partnership(s), documenting the situation and analysing the consequences of political decisions or negotiations in course, in order to bear witness of and to render the populations' distress public.
- In coordination with the Partner's team, plan and organise the annual partnership plan and distribute tasks and workload, guiding their understanding of the issues linked to the Program through regular working meetings and feedback, in order to ensure an efficient deployment of the resources and the achievement of the expected goals.

1.3 Resource Management

- In coordination with the Partner, identify training needs, provide individual follow up and coaching, carry out evaluations, monitoring visits and lead initiatives to facilitate Partners integration and professional development and to maximize their capabilities and commitment to the shared values and program goals.
- Negotiates and sources capacity strengthening resources from within Cabrini Australia and its networks to assist Partners.
- Supervise the programs resources put at Cabrini Outreach's disposal in order to ensure correct use and longevity
- Supervise the Programs expenditure as well as monitor the financial indicators, with the support of Cabrini Outreach administration, in order ensure efficiency and to early detect deviations and their causes
- Determines priorities, manages own time and meets deadlines.
- Effectively manages human, material and financial resources across the programs to maximise value.
- Assists in the preparation of the annual Cabrini Outreach budget and forecasts relevant to the portfolio.
- Assists in the calculation of actual expenditure and in kind value of project activities.
- Contributes to the achievement of the Cabrini Outreach key performance indicators and growth targets.

1.4 Relationship Management

- Develops a database of internal and external stakeholders and supporters for international priorities to facilitate communication. Maintains key relationships with the key internal and external actors
- Meets regularly with internal and external partners to monitor progress, program effectiveness and ensure alignment with Cabrini Outreach strategic goals.
- Represents Cabrini Outreach in relevant peak bodies.

1.5 Partner Work Health and Safety

- Supervise full implementation of safety and health protocols, reporting on risky behaviours, in order to ensure safe working conditions for Cabrini Outreach Program staff. Manages the security in the Program, ensuring that all necessary security measures are in place for the safety of Cabrini Outreach staff and its Partner operations.

- Define and regularly update, in close collaboration with the General Manager, the various Program security policies reporting any concerning issue/s, in order to improve risk mitigation and to ensure staff's full adherence to security rules and protocols.
- Work with Partners promoting fluent, smooth written and oral communication and information flow and ensuring confidentiality and full compliance with health, safety and security policies and medical ethics.

2. Work Health and Safety

Cabrini is committed to providing work environments which are physically and psychosocially healthy and safe for all employees, contractors, volunteers, students, patients, residents, customers and visitors.

All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions.

Employees shall comply with and apply the processes defined in the Cabrini Work Health and Safety Management System. This system enshrines a risk management approach to all work health and safety issues, including a structured method for controlling (eliminating or minimising) work health and safety risks.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

- 1 Reports to the General Manager, Cabrini Outreach.
- 2 Works collaboratively with the Cabrini Outreach Grants and Acquisitions Coordinator.
- 3 Maintains effective relationships with:
 - Other Cabrini Outreach staff;
 - Cabrini Outreach international partners in Swaziland and Ethiopia
 - Australian based Cabrini Outreach partners e.g. Apunipima, JoCare, Melton South (CatholicCare, Catholic Education) etc

Committee Membership

Participates in the following committees and meetings:

- Cabrini Outreach Management Meetings;
- Cabrini Outreach Strategy Review Meetings;
- Regular one on one meetings with the General Manager, Cabrini Outreach;

Staff Development

The Program Manager will demonstrate a commitment to personal and professional development by:

- Keeping abreast of changes in the community and international development sector to maintain knowledge and skills;
- Participating in continuing education and professional development programs and experiences relevant to the role;
- Sharing lessons learned from portfolio activity;
- Participating in performance reviews in accordance with Cabrini Health Ltd policy.

Key Competencies

The Program Manager must demonstrate the following requirements:

- Working and living experience in resource poor settings or remote settings with experience in the Pacific, Southern Africa or East Africa desirable.
- Demonstrated experience and expertise in program design, implementation, monitoring and evaluation;
- Representational skills and proven track record in developing and effectively managing, brokering and leveraging strategic relationships with a variety of stakeholders
- Demonstrated experience and understanding of a broad range of international and community development, health humanitarian and poverty issues, including of addressing key stakeholder (incl. gender/disability/CALD) issues.
- Knowledge and experience of program financial and risk management
- Understanding of ACFID and DFAT accreditation and experience in achieving and socialisation of the organisation and partners to the requisite standards.
- Understanding of Catholic Social Teaching and its application to international development.
- Excellent written communication skills including report writing, preparing proposals for program development and writing stories for publication.
- Financial management skills including setting budgets, forecasting and monitoring operational expenditure;
- Strong conceptual and analytical thinking skills, ability to problem solve and work with ambiguity.
- Experience conducting program policy reviews reflecting good practice from our work and the sector.

Qualifications

- Undergraduate or Masters qualification in public health or international/community development related discipline.
- Clinical qualification desirable

Personal Values

- Mature leader committed to creating a more just, equitable and compassionate community;
- Ability to work respectfully and communicate sensitively across cultures;
- Excellent interpersonal communication skills including effective listening, diplomacy and tact;
- Willingness to embrace the heritage and culture and to role model the values of Cabrini Outreach.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice

- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
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We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:

Group Director People & Culture

Date

Authorised:

Group Director Mission and Cabrini Outreach

Date