

Position Description

Position	Manager	Reports to	Program Manager	Position number	TBC
Level	People Manager	Team	Parent Pathways		

Our purpose

To connect more people to meaningful work.

CVGT respectfully acknowledges the Aboriginal and Torres Strait Islanders people as the Traditional Owners of this land and we pay respects to Elders, present, past and emerging.

We welcome and accept people from diverse backgrounds and identify and strive to create an accessible and inclusive environment for all and are committed to child safety by establishing and maintaining a child safe and child friendly environment that promotes and protects the interests and safety of all children and young people who interact with our services.

Role overview

Parent Pathways is a transformative program that offers comprehensive support to parents with children under the age of six, particularly those facing disadvantages. The service aims to empower parents by enhancing their skills and capabilities, guiding them towards achieving their educational and employment objectives.

The role is instrumental in leading, supporting and coaching a highly engaged, passionate and motivated team of Mentors in order to progress community participation and deliver great program outcomes.

The role of Manager will support the team to meet the program guidelines, which at times may involve the provision of direct service delivery to participants.

Key Result Areas (KRA)

The following KRAs capture the primary area of focus for this role and will be included in the annual Performance and Development Plan with relevant KPIs and measures.

KRA	Accountabilities / Outcomes
1. Provide effective leadership and people management practices	<ul style="list-style-type: none"> • Provide supervision, coaching and training to mentors to ensure the provision of high-quality services that are aligned with CVGT's practice model and service delivery model. • Coordinate and participate in the recruitment, selection, onboarding and training of staff to build role efficacy and service delivery outcomes. • Regularly meet with entire team as well as individual staff members to build a positive workplace and performance culture; as well as providing regular feedback on performance and development outcomes. • Raise and manage any non-conformance and under performance outcomes in a timely and procedurally fair manner.
2. Proactively drive site and program performance	<ul style="list-style-type: none"> • Manage program delivery in accordance with contractual requirements and relevant performance indicators at site(s). • Actively monitor and allocate caseloads to mentors and senior mentors ensuring ratios are achieved. • Optimise relevant reports and data to monitor team performance against program and organisational KPs including the delivery of contractual requirements. • Monitor and manage allocated budgets and financial targets, reporting on any variances. • Develop and maintain relationships with key stakeholders, local networks and relevant community service organisations.
3. Provide a high level of servicing to participants	<ul style="list-style-type: none"> • Support the team to meet the program guidelines, which at times may involve the provision of direct service delivery to participants based on CVGT's person centred practice model. • Maintain accurate and timely case files using dedicated case management software (including documenting interactions, case notes, personalized goal plans and future appointments)

4. Promote and maintain WHS, quality and compliance standards	<ul style="list-style-type: none"> • Maintain a safe working environment for staff and ensure relevant WHS requirements are met and regularly communicated to all staff. • Ensure risks are identified and controlled in a timely manner, including the reporting of all hazards, near misses and incidents using the appropriate organisational systems. • Participate in both internal and external audit and assurance activities • Apply and promote company policies, procedures and values in all work practices including WHS, privacy and confidentiality • Communicate to staff in a timely manner any updated guidelines and contractual matters relevant to program delivery • Identify opportunities for continuous improvement and implement strategies to enhance service delivery.
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Stakeholders

Supervise

- Mentor / Senior Mentors

Internal stakeholders

- All staff

External stakeholders

- Employers & community organisations
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Key selection criteria

To be successful in this role, you will be required to demonstrate the following:

1. Qualifications, skills and experience

- Experience in a leadership role within employment services, community services, business services or related sectors, with the ability to manage multi-disciplinary teams over multiple sites
- Diploma in Community Services, Leadership or similar qualification; or demonstration of enrolment to obtain qualification.
- Experience in motivating teams to achieve KPIs and a proven track record of driving high performance
- Experience in delivering services that meet contractual and performance requirements
- Experience in cultivating and nurturing relationships with a diverse range of stakeholders, with an ability to reflect and respond empathically to the lived experience of others
- Experience in operating from a person-centred approach with a strengths-based focus across multidisciplinary teams and sites

- Proficiency in utilising a range of software programs including MS Office
- Driver's licence & relevant employment checks including National Police Check, Working with Children or Vulnerable persons check for relevant state.
- Ability to stay and work in Australia without restriction

2. Our CVGT capabilities

CVGT team members are required to demonstrate the following capabilities dependent on the level of the role.



Inspire direction & purpose



Build & develop a talented team



Act with accountability



Be my best



Communicate effectively



Deliver service quality



Embrace change



Embrace digital technology

3. Our CVGT values

CVGT team members are required to demonstrate each of our values every day to achieve the great outcomes we collectively make.



Better together



Community matters



Doing the right thing



Finding a way



Genuine care



To understand what's on offer when you become part of the CVGT team please visit [Work with us - CVGT Employment](#)

This position description is intended to describe the general nature and level of work that is to be performed in the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. CVGT reserves the right to modify as required. Employees will be consulted when this occurs.

CVGT recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.