



**WE KNOW RECRUITMENT.
EXPERIENCE PEOPLEFUSION.**

Success Profile Pack

Disability Advocacy NSW
Program Manager



<https://da.org.au/>

Position Description	
POSITION	Program Manager (DASH – Disability Advocacy Support Hotline)
REPORTS TO	Manager Advocacy (MA)
DIRECT REPORTS	DASH Advocates
KEY RELATIONSHIPS	CEO, Deputy Manager Advocacy, Policy Officer.
LAST REVIEW	June 2022
POSITION SUMMARY	The Program Manager is responsible for the development of the DASH Program and is accountable for the delivery of the program and all aspects of the project cycle. The Program Manager will also be responsible for the leadership and day-to-day operations of the program including leading a small team of DASH Advocates.

Service Overview

Our Vision

All people experiencing disadvantage have a right to equality, fairness, and a good quality of life.

Our Mission

ALA provides high-quality social/legal advocacy and support to people in need across NSW, with a commitment to servicing regional and remote communities. Our focus is to empower clients to navigate the legal and social systems and achieve fair outcomes in the pursuit of their goals.

Service Values

Our values act as a guide for our behaviours and engagement with colleagues, clients, partner organisations and communities. Our values are:

We will act with **honesty and integrity**, including:

- Always acting honestly;
- Being transparent when making decisions or giving advice;
- Ensuring all actions can withstand scrutiny; and
- Treating vulnerable people with respect and not using our positions to harm them in any way.

We will act with **respect and courtesy**, including:

- Acting fairly and equitably;
- Respecting others, their values, and their rights;
- Respecting the privacy and confidentiality of our clients; and
- Creating an environment that is free of discrimination, harassment or victimisation.

Service Guiding Principles

The guiding principles form part of the Code of Ethics and Conduct and describe the standards of professional conduct and behaviour expected of all workers in the performance of their duties and interactions in the workplace.

Our guiding principles are:

- We act professionally and maintain the highest standards of work at all times;
- We treat others with respect and value differences;
- We prioritise worker health, safety & wellbeing;
- We conduct ourselves and our work activities with integrity;
- We respect privacy and confidentiality and do not misuse information;
- We utilise Service resources and assets responsibly; and
- We comply with the law and our policies & procedures.

Key Responsibilities	
Key Area	Key Responsibilities
Program Management	<ul style="list-style-type: none"> • The primary responsibility of this role is the development of the DASH Program, the Program Manager is accountable for the delivery of the DASH Program in accordance with the agreed direction and vision. • Responsible for all aspects of the project cycle for DASH Program, including project planning, client records management and statistics, resources, priorities, managing stakeholders and meeting reporting requirements. • Manage project resources efficiently to deliver project outcomes in line with milestones and timeframes as agreed with the Manager Advocacy. • Monitor and evaluate project implementation and progress towards goals continuously, identifying and addressing issues, potential issues. • Collaborate with internal and external stakeholders to establish and deliver the DASH Program. This position will have responsibility for decision making within the constraints of the Disability Advocacy (DA) policy and as set by the Manager Advocacy. • Collaborate with the Senior Management team to manage the workforce and strategic planning of the Program. • Ensure service delivery data for the Program is accurate and up to date to satisfactorily meet reporting requirements which are crucial to one of the programs objectives of better adding to the knowledge of advocacy needs and trends in Australia. • Develop program assessment protocols for evaluation and improvement and consistently evaluate and improve the program. • Develop and regularly update a DASH Practice Manual in alignment with the DA Practice Manual. • Identify opportunities for continuous improvement within the team and/or Program operations and develop appropriate procedures and work practices accordingly.

	<ul style="list-style-type: none"> • Ensure the Program is contributing, where possible, to wider DA/ALA systemic projects.
Leadership	<ul style="list-style-type: none"> • Manage the day-to-day delivery of disability advocacy services for the Program including Intake and Assessment for the Program. • Management of Program workloads to ensure adherence to DASH Service Access Policy. Consider and constantly monitor the team's workload, escalate promptly to discuss strategies and potential solutions with your leader to ensure that the wellbeing of your team is considered. • Provide case advice to staff in complex or ethically difficult cases. • Provide professional advice to staff on all advocacy programs (e.g., Decision Support, Disability Royal Commission, NDIS Appeals, NDAP, NSW Advocacy Program (DAFP), icare). • Manage human resources processes and issues for direct reports, in consultation with Human Resources and the Manager Advocacy as required. • Adopt a transparent, supportive, and action-orientated approach to managing people. Lead by example, nurturing a positive work environment with a holistic focus on team development and wellbeing. • Ensure all staff within the team have a clear understanding of and adhere to duties and responsibilities outlined in their position descriptions in accordance with DANSW and ALA policies and procedures. • Conduct timely supervision and case reviews, General Supervision Feedback Meetings (GSFM), annual appraisals and monitor individual work plans for staff.
General	<ul style="list-style-type: none"> • Work closely with the MA and DMA to prepare for third-party standards audits. • Monitor and action all feedback from Advocates, clients, and members of the community. • Review all feedback received and action complaints in accordance with the Complaints Policy. • Carry out other appropriate tasks or projects as directed by the MA including compliance with all aspects of NSW and Commonwealth Disability Legislation, ALA's Code of Ethics and Conduct. • Display a positive attitude and perform duties in line with ALA values, policies, procedures, and legislative requirements. • Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying, and harassment. • Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other employees or clients.

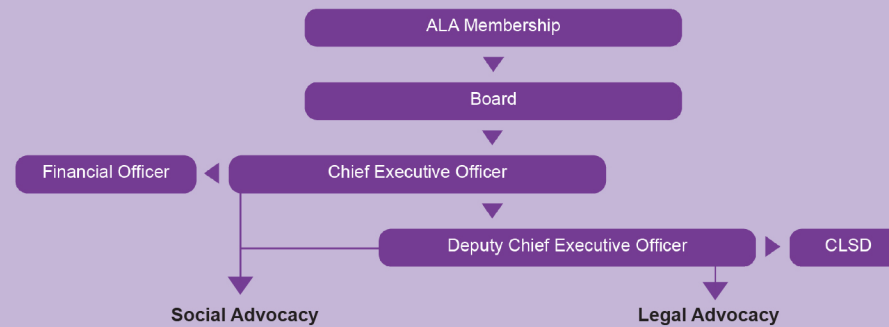
Key Selection Criteria	
Qualifications/ Licences	<ul style="list-style-type: none"> • Relevant tertiary qualifications, including law, legal studies, social work, psychology, social science, welfare studies and community services. • Current drivers' licence or alternative mode of transport.
Experience/ Knowledge	<ul style="list-style-type: none"> • Proven experience in a similar leadership and program management role in a complex service delivery environment. • Experience in developing and successfully implementing organisational strategies, projects and work plans. • Proven experience advocating for people of disadvantaged or vulnerable groups and knowledge and understanding of key disability issues such as the NDIS and Disability Royal Commission. • Strong oral, written communication, research, problem-solving and negotiation skills. • Demonstrated high-level of interpersonal and communication skills including the ability to work effectively, cooperatively, and respectfully in a range of situations and with a diverse range of people and confidential matters. • Demonstrated integrity, responsibility, accountability, attention to detail, and pride in work. • Proven ability to manage competing priorities in a fast-paced environment. • Demonstrated integrity, responsibility, accountability, attention to detail, and pride in work.
Position Based Capabilities	
Manages for Performance	Adopts a transparent, supportive, and action-orientated approach to managing people
Builds Effective Teams	Establishes a strong team ethic and creates an environment to support the development of high-performing teams.
Demonstrates Resilience & Courage	Rebounds from setbacks and adversity when faced with difficult situations and steps up when required.
Leads through Vision and Values	Motivates increased employee effort by communicating ALA's vision, values, goals & priorities in a way that helps others understand the importance of their contribution.
Project Management	Understands and applies effective project planning, coordination, and control methods.
Action-Oriented & Results Driven	Commits to high performance and getting things done.
Service Delivery Focus	Delivers efficient and high-quality customer service and solutions.
Manages Stakeholder Relationships	Engages positively with stakeholders and develops constructive relationships.

Communicates Effectively	Communicates constructively to share information, explore possibilities, and achieve outcomes.
Other	Travel within Australia may be required.

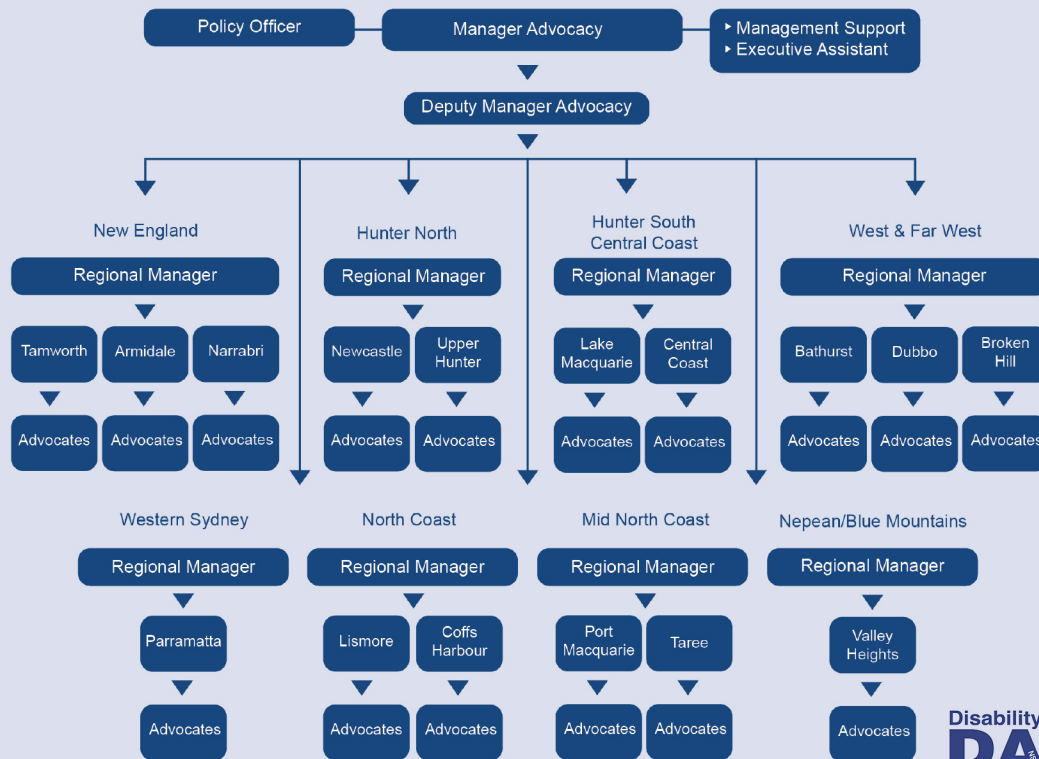


Organisational Overview

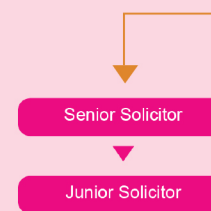
Advocacy Law Alliance 2022



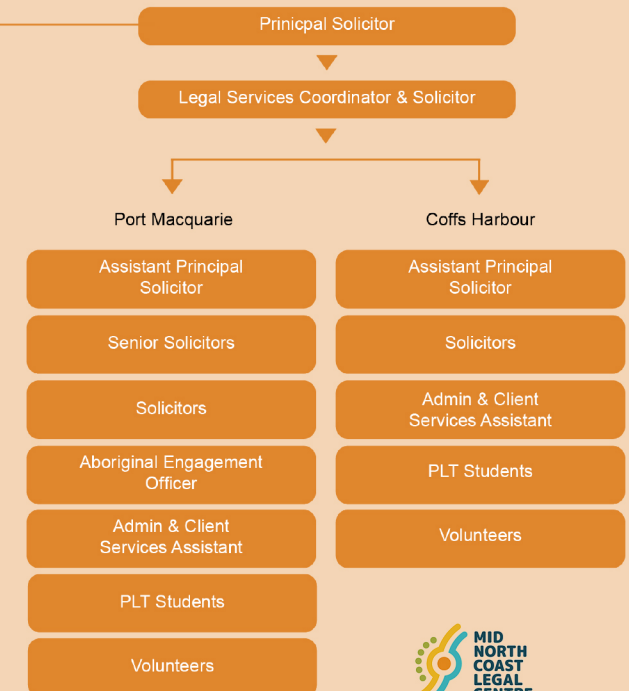
Disability Advocacy NSW



Disability Law NSW



Mid North Coast Legal Centre



How To Apply

Cover letter tips

Please provide details of your proven experience in leadership in the community services sector.

Key areas to be addressed

- Leadership
- Program Management
- Advocacy

How to apply

Please submit your cover letter and your most recent resume by clicking on 'apply now'

Other requirements/assessments that are part of the process

For more information please contact:

Wendy Donovan

wendyd@peoplefusion.com.au

02 4927 2015

About peoplefusion

Our expert team live and breathe recruitment and are committed to taking you from credible to incredible.

We provide transparency into roles, we won't send you in blind for interviews, we will give you feedback, and we'll support you after your appointment.

Our services include permanent recruitment, temporary and contract recruitment, executive search, outplacement, talent and retention, and career coaching.

Locked and loaded

We show up as though every day is a Grand Final

We've got this

We do as we say with confidence and integrity

Have the conversation

We speak authentically and never mind read

Grow and glow

We challenge ourselves and have fun doing it

Make it count

We aim for every action to add value

Our specialisations

Executive Search

Accounting & Finance

Legal & Governance

Human Resources & WHS

Marketing & Communications

Information Technology

Engineering & Projects

Supply Chain

Administration & Accounts

Contact Centre & Customer Service

Sales

We know recruitment. **Experience peoplefusion.**

At peoplefusion we don't just accept diversity and inclusion —we celebrate it! We strive to create an environment of equal opportunity regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, religion or physical ability, and welcome applications from people from all backgrounds. We always welcome individuals to contact us if they require any assistance during the application process when applying for jobs with peoplefusion.

Your Recruitment Specialist

WENDY DONOVAN 15 years experience

Wendy has a wealth of experience providing HR solutions for small to large business across the finance, banking, medical and science, media and manufacturing industries, and successfully grew her own franchise training business.

Wendy's earlier career across medical research and science mean her search and discovery abilities are second to none. This approach has seen her successfully partner with the likes of ARTC, City of Newcastle, HMRI and Newcastle Airport to recruit a range of corporate roles.

Wendy holds an MBA (Marketing & Economics), a Bachelor of Science (First Class Honours), and is an Associate of the RCSA.



As a member of the Recruitment, Consulting and Staffing Association of Australia & NZ (RCSA), peoplefusion are committed to the Code of Professional Conduct and observe high standards of honesty, equity, integrity, and social and corporate responsibility. All of our Recruitment Specialists are accredited by the RCSA.