

PROGRAM MANAGER POSITION DESCRIPTION

Award:	<p>Social, Community, Home Care and Disability Services Award (SCHADS)</p> <p>Level 3</p> <p>Salary packaging available up to \$15,900 plus a Meals/Entertainment benefit</p>
Duration:	<p>0.6 FTE</p> <p>Commencing 23rd March 2026</p> <p>This is a part-time fixed term position until 31 December 2026 with potential to extend dependent on funding. Hours, work days and times are flexible, to be discussed at interview.</p>
Supervisor	Zoe Support Australia CEO
Direct Reports	Program Facilitators/volunteers
Qualifications	<p>A relevant Certificate or Bachelor qualification in Education or Community Services is essential. Consideration may be taken for those applicants with proven experience facilitating community programs.</p> <p>Currently hold or be willing to obtain before commencing:</p> <ul style="list-style-type: none"> ▪ <i>Provide First Aid in an Education and Care Setting</i> certificate (including anaphylaxis and emergency asthma management training) ▪ Food Handler’s certificate ▪ Valid Working with Children Check clearance ▪ Nationally Coordinated Criminal History Check ▪ Accredited Child Protection/Mandatory Reporting Training ▪ Valid Australian Driver’s License
Location:	Mildura Local Government Area

<p>Position purpose</p>	<p>As the Program Manager, you will be responsible for the organisation, management and facilitation of weekly skills-based and social programs offered for young mothers and children at Zoe Support.</p> <p>The aim of these programs are to:</p> <ul style="list-style-type: none"> ▪ Build peer and social connections for young mothers and children ▪ Develop skills and confidence in participants ▪ Encourage pathways into accredited education or employment ▪ Improve wellbeing and family functioning
<p>Key accountabilities</p>	<ul style="list-style-type: none"> ▪ Oversee and implement the weekly program timetable, ensuring adherence to budgets and funding responsibilities. Examples of programs facilitated each week include swimming lessons, Earth to Table Cooking, Creative Connections Art, Weekly Wellbeing and Supported Playgroup ▪ Plan and deliver weekly Earth to Table cooking program and Weekly Wellbeing program, with potential to implement and deliver other programs ▪ Develop and deliver program engagement strategies for clients including daily text messages, program flyers and social media posts ▪ Record program attendance ▪ Maintain Zoe Support Facebook page and website with up-to-date program information ▪ Facilitate regular client surveys and focus groups for feedback on programs and services ▪ Supervise program facilitators, ensuring the delivery of high-quality programs and accurate record-keeping ▪ Maintain data and record-keeping to ensure accurate reporting to funding bodies and stakeholders ▪ Develop community partnerships with other organisations and individuals to deliver programs for Zoe Support clients ▪ Provide written funding reports on programs delivered, including attending communities of practice and community meetings to report on Zoe Support's work ▪ Provide transport for clients to attend programs when needed ▪ Communicate with other Zoe Support staff about upcoming programs and client transport and childcare needs to engage

	<ul style="list-style-type: none"> ▪ Potential to provide individual tutoring and pathway planning support for clients with the right skill set ▪ Attend and contribute to Zoe Support staff meetings ▪ Participate in professional development
Desired Skills	<ul style="list-style-type: none"> ▪ Organised with strong attention to detail ▪ Experience delivering educational or social programs for young people ▪ Skill or passion for healthy and affordable cooking ▪ Ability to prioritise tasks and meet deadlines ▪ Experience using Canva or other design programs, or a willingness to learn ▪ Experience using Microsoft 365 suite or similar, including Sharepoint, Forms, Word, Excel ▪ Strong written and verbal communication skills ▪ Strong interpersonal and relationship building skills with the ability to engage and collaborate with clients, community and other stakeholders

ORGANISATION INFORMATION

Zoe Support Australia is a not-for profit, community service organisation operating within the Mildura local government area, opening its first centre in 2013.

Zoe Support Australia’s primary objectives are for young mothers to break cycles of welfare-dependence, strengthen mother-child relationships and increase family stability and functioning, while improving mental health and physical wellbeing. This increases opportunities for engagement in education and employment.

Zoe Support has established four centres in the Mildura region. These innovative services are based on individual integrated intervention including:

- intensive casework by a team of qualified case managers
- Family Day Care provided by qualified early years educators onsite while parents attend school or programs
- study hubs
- life skills programs, such as health and wellbeing, positive parenting, birthing classes and antenatal consultations
- Skills based programs, such as Creative Connections and Earth to Table cooking
- tutoring support provided by qualified teachers

- advocacy and referrals with valued partners in health, education, welfare and employment
- transport assistance with three butterfly buses transporting mothers and babies to and from education, medical, and other appointments
- peer mentoring
- Social programs and supported playgroup

CHILD SAFETY AND WELLBEING COMMITMENT

Zoe Support Australia is committed to promoting the safety and wellbeing of children and young people whom the organisation services. Under the Children, Youth and Families Act (2005), Zoe Support Australia provides supports to vulnerable children, young people and their families.

Zoe Support Australia recognises its duty of care to those who are most vulnerable in our organisation: children and young people. As a number of clients in our service are younger than twenty-four months, greater risk of harm is acknowledged.

Exercising your duty of care means:

- Acting on concerns quickly and in the child's best interest
- Protecting the safety, health and wellbeing of the children in your care
- Seeking appropriate advice or consulting when unsure
- Reporting concerns to the relevant authorities
- Supporting a child at an interview
- Providing ongoing support to a child and their family
- Sharing information, upon request, to assist DFFH Child Protection or Police to protect and or promote the wellbeing of a child
- Attending DFFH Child Protection Case Planning meeting if required for your position

Zoe Support Australia's ethos is reflected through policies and procedures that protect the health, safety and welfare of all clients, especially children, who are referred to or are clients of the organisation. In line with this ethos, the successful applicant will be required to complete Mandatory Reporting training every 12 months, hold a current working with children employee check and renew their criminal history check every three years.

COMMITMENT TO CULTURAL SAFETY, DIVERSITY AND INCLUSION

Zoe Support Australia is committed to ensuring cultural safety, diversity and inclusivity are embedded throughout our organisation for the benefit of all clients, volunteers and staff.

We believe our people are our greatest asset and by supporting and incorporating their culture, diverse talents, knowledge, perspectives and experiences, we can strengthen our relationships with the communities we work with.

Our focus is to create a more just society which means eliminating discrimination in the services we deliver and the workplace we provide. Being a diverse and inclusive organisation goes to the very heart of our work and supports our strategic intent to transform the future of vulnerable children and their families.

Why embracing cultural safety, diversity and inclusion is important to Zoe Support Australia

- Aboriginal and Torres Strait Islander cultures are the oldest living cultures in the world. Cultural factors, such as identity, language and spirituality, as well as connection to Country, to family and to community, can positively impact on the lives of Aboriginal people.
- Providing a culturally safe environment supports all clients, volunteers and employees to feel safe and to be their authentic and true self.
- Supporting diversity and acknowledging that our differences in relation to age, sex, gender, race, national or ethnic origin, religion, language, political beliefs, sexual orientation or physical ability helps develop strong and sustainable relationships.
- Equality and equity are upheld by implementing policies, procedures and guidelines that ensure that our clients, volunteers and employees are offered opportunities and are supported with exercising their rights.
- Understanding that where clients, volunteers and employees may belong to a number of diverse groups (i.e. religion, gender, sexuality, age, physical ability, cultural heritage), that this intersectionality can pose additional challenges that we need to be responsive to.
- Encouraging consultation and collaboration helps us to gather feedback that guides improvement in our services and work environments to ensure we are meeting the needs of clients, employees and volunteers.
- Providing awareness training for employees and volunteers facilitates self-development and strengthens our workforce capability.

This commitment enables us to gain a better understanding of one another, cultivate greater respect and nurture deeper connections to strengthen our services and workplace and ensure we are inclusive.

OCCUPATIONAL HEALTH & SAFETY (OHS)

Zoe Support Australia is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces. In achieving and maintaining workplace health and safety, Zoe Support Australia will apply best practice in OHS in accordance with statutory obligations at all time.

All Zoe Support Australia employees, contractors and volunteers are required to:

- Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- Take reasonable care for their actions or omissions and do not adversely affect the health and safety of themselves or others
- Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- Report all injuries, illness or 'near misses' to their Supervisor or Manager
- Participate in relevant health and safety training based on roles and responsibilities
- As required, participate in the development and implementation of specific OHS hazard and risk management strategies

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and health work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

PERFORMANCE REVIEW

The successful applicant will be required to participate in regular supervision which will be linked to the position purpose and key roles and responsibilities set out for this position.