

# Economic Pathways Program Manager

## Position Description

<b>Directorate:</b>	Commercial Enterprise, Fundraising and Communications
<b>Reports to:</b>	Change & Development Manager
<b>Direct reports:</b>	NIL
<b>Location:</b>	Sydney Metropolitan Region
<b>Primary position objective:</b>	Implement the objectives of the Economic Pathways to Refugee Integration program by providing skills development, training, work placements and job opportunities to refugees and humanitarian entrants residing in South West Sydney.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

**Fundraising:** this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

**Communications and Marketing:** this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

**Retail and Logistics:** this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

**Commercial Enterprises:** this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

## Accountabilities and responsibilities

The Economic Pathways Program Manager will:

- Ensure the successful implementation of the Economic Pathways to Refugee Integration program objectives.
- Align the outcomes of the grant with the Retail & Logistics Strategic Plan.
- Focus on generating positive outcomes for refugees & humanitarian entrants with their skills and English language development.
- Provide volunteering opportunities through the Vinnies retail and logistics network in South West Sydney.
- Over a three-year period, support approximately 300 refugee and humanitarian entrants through structured VET courses, including English languages classes, work experience in Retail & Logistics and prepare the participants for employment opportunities.
- Liaise with TAFE, RTOs, and Ethno-specific communities from the Middle East to inform and market the objectives of the program.
- Locate and maintain work experience placements for participants in employment focused courses, within Vinnies Retail and Logistics department.
- Mentor participants to the development of work preparedness i.e., job seeking skills including resume writing and interview techniques.
- Manage the flow of participants through the program, such as intake, retention and progression goals are met.
- Engage external and internal stakeholders by coordinating meetings, sharing relevant documentation and reports, including NFP and Government Departments.
- Provide support to key stakeholders by coordinating the various activities related to the target group, including membership with a range of interagency groups in the South West area.
- Engage with Vinnies Services, Member, Volunteers Regional Operations (MVRO) and local conferences to assist participants requiring further support with their settlement needs.
- Develop in-depth understanding of program scope and particulars, i.e., timeframes, financials, outcomes, and measures.
- Manage the risks associated with the program outcomes, such as, low numbers of participants, incomplete course records, unsuccessful course results and reluctance to engage in volunteering activities.
- Ensure a safe working environment for EPRI participants, members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Other duties as directed by the Change & Development Manager.

## Critical Key Performance Indicators (KPIs)

- Track and deliver on program objectives within the required timeframes over each six-monthly reporting period.
- Monitor budget expenditure against a range of areas, including course costs and advertising expenses.
- Report through the DEX system with participant outcomes.
- Prepare analysis and ongoing program reporting to meet Departmental requirements.

- Establish productive working relationships with internal and external stakeholders including non-for-profit sector organisations, Multicultural and government agencies.

## Key working relationships

In addition to the Change & Development Manager and their direct reports, the Economic Pathways Program Manager will foster close working relationships with:

- Funding Arrangement Manager & Community Grants Hub in the Department of Home Affairs
- Retail & Logistics Director
- Retail & Logistics Leadership Team and their direct reports
- Commercial Enterprise Team (Commercial Enterprise, Fundraising and Communications)
- Vinnies Services
- Members, Volunteers Regional Operations (MVRO)
- External stakeholders: Regional Training Organisations, NFP Organisations, TAFE, Recruitment Agencies and Retail & Logistics companies

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Support others to engage with and adapt to change.
- **Team performance:** (Level 3) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 3) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 3) Enable others to use the Society’s resources responsibly and keep expenses within budget.

## Role-specific criteria

- Relevant tertiary qualification/s and/or experience in program management, community development or equivalent/associated discipline related to the role.
- Knowledge of the employment training sector and transition pathways for people to improve their prospects of gaining employment, skills and language development.
- Ability to plan and facilitate individual programs assisting participants to achieve immediate and long-term goals in-line with the EPRI program guidelines.
- Experience working with CALD communities and understanding of related issues for newly arrived refugees (within 5 years of settlement).
- Proven ability to review and analyse data and analytics to enable effective reporting and decision-making on EPRI outcomes.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Experience achieving KPI's, record keeping, report writing, data collection and all necessary administrative tasks including well developed computer skills.

## Desirable criteria

- Experience in using government Data & Exchange system (DEX)
- Fluent in speaking Arabic, Dari or Pashto
- Experience working in a membership-based organisation to support members and volunteers.
- Current NSW driver licence.