



Position Description: Program Manager

About Switchboard Victoria (Inc.)

Switchboard Victoria is a community-based, not for profit organisation that provides peer-based, volunteer driven support services for Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer, Asexual and more (LGBTIQA+) people and their friends, families and allies.

Position Details

Title:	Program Manager
Organisation:	Switchboard Victoria (Inc)
Employment Type:	1 EFT, 24 month contract — with the intention of ongoing, pending funding
Classification /Remuneration	Social and Community Services Employee, Level 8 Pay Point 3 based on qualifications and experience to be confirmed as per the <i>Social, Community, Home Care and Disability Services Award 2010</i> Plus, tax benefit from salary sacrifice package of up to \$15,899
Location:	Melbourne CBD till June 2020 – June 2020 onwards St Kilda
Reports to:	CEO
Direct reports:	4

Position overview

In 2018 Switchboard Victoria's governing board developed and launched our *Strategic Plan 2018-2023* (see below). This new role of Program Manager arises as Switchboard continues to grow and pursue our *Strategic Plan*, by strengthening our internal and external programs, and planning future programs to meet the needs of our LGBTIQA+ communities. The position has operational, program development and strategic elements; an early focus is development of a business plan out of the *Strategic Plan*, addressing revenue development, partnership and stakeholder engagement.

The Program Manager will work closely with the CEO and Manage the Senior Program Coordinators to support the quality and sustainability of Switchboard's current and future projects and programs, including ensuring that they are planned, implemented, administered and evaluated in line with Switchboard's goals.

Key responsibilities

Program development and quality improvement

Work with the CEO and senior program coordinators to strengthen existing programs, including through development and implementation of a consistent monitoring, evaluation and learning (MEL) approach across programs.

Contribute to organisational and program planning and quality, including through:

- investigation of relevant evidence-based service models and approaches
- program development and writing program and project proposals
- engaging in/coordinating relevant professional networks and communities of practice
- supporting program and project reviews and reporting, as required.

Partnerships and stakeholders

Working closely with the CEO to:

- Strengthen existing partnerships and stakeholder relationships;
- Develop new partnerships with external agencies and organisations across relevant sectors and our diverse LGBTIQ+ communities;
- Collaborate with key stakeholders within our communities and relevant sectors, building Switchboard's capacity to deliver peer-driven, high quality services to meet the diverse needs of our communities.

Program development and planning

Formulate and implement a business development plan including revenue development, stakeholder engagement and communications, in consultation with the CEO and in line with our new strategic plan.

Investigate business development opportunities for Switchboard in line with our strategic plan;

Seek and develop new opportunities for partnership and/or securing new funds (including grant identification and writing) to further Switchboard's purposes, in line with our strategic priorities and to meet key unmet needs of our diverse communities;

Develop relationships with relevant trusts, foundations and other funders.

Develop systems for regular reporting against and periodic review of all organisation plans;

With regard to business development and relationship maintenance, monitor the policy environment and changes within relevant sectors.

Other

- Comply with Switchboard's reporting requirements, policies and procedures;
- Contribute to a positive organisational culture;
- Other duties as required.

Key Selection Criteria

Essential

1. Applicant must identify as part of the lesbian, gay, bisexual, transgender, gender diverse, Intersex, asexual communities (LGBTIQ+) [Switchboard Victoria has an exemption under the Equal Employment]
2. An understanding of the complex issues faced by the lesbian, gay, bisexual, transgender and intersex (LGBTI) communities;
3. Demonstrated understanding of and commitment to the values which underpin Switchboard and the capacity to support and participate in an organisational culture of reflection and continuous learning;
4. Extensive experience in community-based service delivery and management of staff within the role of General Manager, Operations Manager or a comparable position;
5. Demonstrated leadership and the capacity to inspire and motivate a team in an environment of change, to produce positive outcomes for the organisation;
6. Experience in strategic analysis of internal and external factors impacting on the organisation, and developing, implementing and evaluating appropriate responses, including an understanding of current issues and future directions in the not-for-profit sector;

7. A high level of financial literacy;
8. Demonstrated capacity to negotiate and work constructively and build partnerships with funding bodies and other stakeholders; and to represent the organisation at external forums as needed;
9. Highly developed oral and written communication skills, including public speaking, tender and grant writing;

Highly Desirable

- Experience with planning and administration of volunteer-delivered programs.
- Experience with managing customer relationship management platforms to support relationship management, communications, fundraising and events.

How to apply for this job

Please apply with a resume and covering letter addressing the Key Selection Criteria.

Written applications are to be emailed to: Joe Ball, CEO, at admin@switchboard.org.au using the subject line: **Program Manager**.

Please Note: Applications that do not have the qualification and do not address the selection criteria will not be considered.

Applications close: 11 July 2019

For more information contact Joe Ball, email: admin@switchboard.org.au, website www.switchboard.org.au

Connecting the LGBTIQ+ Community

(extract from Switchboard Victoria *Strategic Plan 2018–2023*)

Purpose

We serve lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) people, their families, allies and communities.

Mission

To provide peer-driven support services for LGBTIQ+ people, their families and communities.

Values/Principles

We are:

INFORMED | We listen, we reflect and we are well informed.

ACTIVE | We contribute to our community and the world around us (we lean in and reach out).

ACCOUNTABLE | We keep our promises to our members, to our LGBTIQ+ communities, to funders and to ourselves.

CONNECTED | We connect and engage and mobilise communities, stakeholder and partners (we mobilise people power to engage our community).

RESPONSIVE | We respond to the diversity of community need.

RESPECTFUL | We are empathetic and meet people where they're at.

Current programs

Phone and web counselling and referral service

Switchboard is the Victorian partner in the national telephone and web counselling, information and referral service QLife. This free peer based service is for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues. This includes families, friends, teachers and coworkers of LGBTIQ+ people. This service is funded by the Commonwealth Department of Health.

Out & About Community connections for older people

Switchboard runs Out & About, a social home visiting service for LGBTIQ+ Victorians at risk of social isolation. This free service is coordinated in partnership with the National Community Visitors Scheme and funded through the Commonwealth Department of Health.

QTIPoC project

Switchboard runs a QTIPoC project aiming to build greater equity for Queer and Trans Indigenous Peoples and/or People of Colour and People of Faith.

w/respect

Switchboard is a partner in the Victoria wide LGBTIQ+ family violence and intimate partner violence prevention service. This service, launched in September 2018, is called w/respect. This service is managed in partnership with Drummond Street Services, Thorne Harbour Health, Transgender Victoria and Switchboard. Switchboard's primary service delivery role in the consortia is to manage the after-hours telephone support line.

Suicide Prevention

Switchboard is running its own postvention plan following the tragic suicide of our beloved staff member Ingrid Zhang. Going forward Switchboard will be developing suicide prevention resources for the broader LGBTIQ+ communities.

Strategic priorities

Grow our reach and impact

Strengthen our profile, membership and financial base to enable us to sustainably grow and adapt the service required to support the emerging and critical needs of our community.

Build our profile and partnerships

Increase our influence, impact and profile to ensure we are regarded as a valued, credible and representative voice for our community.

Increasingly represent and reflect our diverse communities.

Increase our focus, capacity and programs to meet the specific needs of our diverse community.

Strengthen the quality of all our programs

Ensure that our programs, services and training are robust, integrated and supported by data, research and implemented using the highest quality service deliver standards.

Build and sustain Switchboard organisational capability

Develop and strengthen staff, volunteer and leadership capability; governance procedures; organisations systems and infrastructure to reduce risk and sustain growth.

Note: for a full copy of the *Strategic Plan 2018–2023* please go to <http://www.switchboard.org.au/annual-reports/>