

POSITION DESCRIPTION

Date:	December 2011
Position Title:	Program Manager Community Services
Reports To:	Deputy Manager Learning and Development
Department Manager:	General Manager Learning and Development
Direct Reports to the Role:	Facilitator/Trainers x 2 plus sessional staff
Location:	Ballarat, and other sites as required

BRACE Education, Training & Employment Limited, is a non-profit community managed organisation, which commenced operations in March 1973. We are a professional, innovative, and award winning community business committed to creating opportunities and delivering quality programs and services in Education, Training and Employment.

BRACE is a company limited by guarantee and is governed by a voluntary Board of Management who determines strategic direction in accordance with the requirements of the Corporations Act 2001. Members are drawn from a range of industry sectors including media, business, education, health, hospitality and local government.

OUR VISION

BRACE will enhance and transform the lives of its clients. We will be recognised by stakeholders for the positive difference we make to those who experience disadvantage or barriers to achieving their full potential.

OUR VALUES

Customer Focus:

The future of BRACE is built on its ability to engage its customers.

Community Responsibility:

BRACE offers a range of accessible and equitable services to enhance the growth of the social, economic and environmental wellbeing of communities.

Professionalism:

BRACE fosters both high ethical standards and the growth of expertise in the pursuit of excellence.

Quality:

BRACE is committed to continuous improvement and excellence in service delivery.

Accountability:

BRACE strives to meet organisational and customer objectives in a consistent, ethical and transparent manner.

Effective Communication:

BRACE listens and endeavours to respond appropriately to the individual needs of our customers.

Sustainability:

BRACE strives to ensure that there are adequate resources to maintain growth and long term viability.



OUR BUSINESS

BRACE has offices in Ballarat, Geelong, Ararat and Adelaide. BRACE's activities stem from responding to a range of tenders for government and private sector contracts in the provision of programs and services to the community. BRACE operates in the following capacities:

- New Enterprise Incentive Scheme (NEIS) Provider
- Registered Training Organisation
- Literacy Numeracy Provider
- Futures (Disability) Programs
- Skills for Growth Program

We provide for individuals, businesses and community groups. Services offered include:

- Vocational Education and Training courses
- Short courses
- Traineeship training
- Adult Literacy and Basic Education
- Disability support services
- Specialist job placement services
- Ballarat Bargain Browsers (opportunity shops and training facilities)
- Brougham School of Art and Photography (Geelong)
- Community Learning Partnerships

POSITION OBJECTIVES

- Ensure a comprehensive, across whole of organisation, high quality, cost effective training delivery
- Networking and Relationship Building – Develop and maintain a strong range of professional contacts and networks. Memberships and participation in professional networks is important to BRACE and to this position. Participation in professional development activities is central to your growth and that of BRACE.
- Community Connectedness – Have a strong understanding of the local community as well as the drivers of change within our community. The Manager in this role will actively research, by way of reading and direct interface, all relevant aspects of our community and bring this to bear in the BRACE connection with our community.

POSITION DETAILS

Responsibilities:

- Coordinate and manage the nationally accredited and non-accredited programs in the industry areas as listed in position title
- Monitor and review all training delivery to ensure that it meets all relevant standards
- Regularly review systems, policies and practices to ensure continuous improvement across all areas of delivery, management and administration to ensure best practice
- Oversee and provide advice for the coordination of training delivery across the Learning and Development department
- Foster a team approach to the delivery of programs and services through regular staff meetings, collaborative problem solving, encouragement and provision of relevant professional development
- In conjunction with the Deputy Manager Learning and Development, participate in internal and external audits
- In conjunction with the General Manager and Deputy Manager Learning and Development, identify external funding opportunities from a range of sources including Local, State and Commonwealth governments, commercial and entrepreneurial activities
- In conjunction with the Deputy Manager Learning and Development, build a strong customer base of students and businesses, who will use BRACE as their preferred Registered Training Organisation
- Provide support to all Learning and Development staff including the General Manager and Deputy Manager of Learning and Development to ensure the efficient running of the Learning and Development department including reporting and planning where required
- In conjunction with the Deputy Manager Learning and Development, assist in the development of tendering for new and existing business and the development of new programs to meet market demands
- Ensure efficient weekly communication with the Deputy Manager Learning and Development
- Work from the Geelong office a minimum of one day per week to ensure a quality and consistent approach to program delivery
- Play a key role in the coordination of the quarterly trainers meetings
- Provide effective management and supervision of all staff in area of responsibility
- Monitor and review delivery to ensure funding guidelines and requirements of the regulatory framework standards are met and funded and fee for service/commercial targets and budgeted income is achieved
- Ensure a high standard of service delivery to students/trainees by providing detailed program information, efficient enrolment procedures, quality monitoring, counselling and support throughout their involvement with BRACE
- Maintain strong links with other staff, ensuring all activity is complementary and utilises the existing knowledge, expertise, resources and industry/business links within our organisation
- The development and maintenance of effective student record management systems, which ensure confidentiality of program participants and meet the requirements of the regulatory framework standards
- Utilise the expertise of the Disability and Student Support Officer

KEY RELATIONSHIPS

This position must maintain a strong working relationship that includes open communication lines with the following positions:

- Deputy Manager | Learning and Development
- Geelong Manager
- Ararat Campus Coordinator
- Facilitators and Trainers

RESPONSIBILITIES OF ALL STAFF

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced.

In conjunction with the Quality Manager all staff have responsibility to comply with the VET Quality Framework which comprises of:

- The Standards for NVR Registered Training Organisations
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements, and
- The Australian Qualifications Framework

Occupational Health & Safety

BRACE is committed to providing a safe and healthy work environment to all employees.

- All employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and follow all BRACE policies and procedures
- Employees will conduct themselves in a manner that will not endanger themselves or others.
- Employees must report accidents, incidents and mishaps, hazards and injuries or ill health caused by work to their supervisor or another management person if the supervisor is not present
- Employees must follow all safety rules, policies, procedures and instructions of their supervisors
- Employees are expected to contribute to safety awareness and promotion by contributing ideas and suggestions

KEY SELECTION CRITERIA

- Certificate IV in Training and Assessment or equivalence to this qualification
- Outcome driven attitude with above average time management skills and a proven ability to meet deadlines, KPI's and organisational objectives
- Relevant tertiary qualification in vocational area and/or management
- Preferably experience in working in a management position, including managing and dealing with staffing matters and staffing relationships, within a Registered Training Organisation or related industry area

- Highly developed communication and interpersonal skills including the ability to manage and lead a team of people
- Demonstrated commitment to professional development and training of self and others
- Ability to sell and market training products and services
- Ability to establish and maintain close relationships with business/industry, employers, representatives of government and non-government agencies, training providers and other employment agencies
- Demonstrated ability to contribute to the development and implementation of systems, policies and procedures
- Comprehensive understanding of information technology including client management systems
- Current drivers licence is essential

TERMS & CONDITIONS

Employment Details

- Full Time
- Commencement: As soon as possible
- Completion of a six month probationary period will apply
- BRACE offers a work environment that is free of discrimination, sexual or other harassment, victimisation, and vilification and bullying

Remuneration

- Manager Grade 2 | Pay Point 2 plus 9% Superannuation
- Labour Market Assistance Industry Award 2010 (LMAI)
- A vehicle will be supplied for work related travel
- Ability to salary package

Staff Performance Appraisal

- One, Three and Five Month Reviews during the first six months of employment
- Annual Staff Performance appraisals

Current Drivers Licence

- Essential

Police Records and Working with Children's Check

- This position is subject to a prior satisfactory police records check and a current Working with Children Check Card

APPLICATION DETAILS

Your applications must include the following documents:

1. Curriculum Vitae/Resume
2. Cover Letter
3. Response to the key selection criteria
4. Copies of all relevant qualifications
5. Name and telephone number of three professional referees

Applications marked 'Private & Confidential' to be forwarded to:

Manager BRACE Gold
BRACE Education Training & Employment
PO Box 210W
BALLARAT WEST VIC 3350

or by email to: gold@brace.com.au

CLOSING DATE

Closing date for applications is: 4pm Tuesday 13 December 2011

PRIVACY

BRACE is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information. We have attached a copy of our brochure "*Protecting Your Privacy*" for your information.

If you would like more information about BRACE please visit our website:
www.brace.com.au