Position Description

Title: Program Manager, Energy & Financial Literacy
Business Unit: Social and Financial Inclusion
Location: Collingwood
Employment type: Full Time – Ongoing
Reports to: Senior Manager, Social and Financial Inclusion

About Uniting
Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities ad confront injustice
Our values: We are imaginative, respectful, compassionate and bold

Position purpose
The Program Manager, Energy & Financial Literacy (E&FL) is responsible for building capability and capacity to enable effective delivery of Uniting Kildonan and Lentara’s growing and dynamic E&FL services. The role works within a matrix structure, collaborating with other leaders and teams in the Social & Financial Inclusion (S&FI) area, and the broader place-based extended leadership structure for the Uniting Kildonan and Lentara cluster.

The Program Manager is an agent for change, extending the impact of Uniting’s E&FL services through engaging consumers, staff and external stakeholders to achieve energy and financial outcomes for vulnerable people. The role supports an engaged and skilled workforce focused on achieving outcomes for consumers. The incumbent plays a key role in developing, driving and maintaining quality, responsive and flexible S&FI programs which are connected across Uniting. The role is accountable for operational management of staff, volunteers and students, sites and programs. These programs may include Energy Efficiency and Community Education programs across Victoria, NSW and QLD and for energy and financial literacy services delivered nationally.

Scope
Budget: TBA
People:
- Team Leader – Energy & Financial Literacy

Relationships
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Internal:
- Senior Manager S&FI and other members of the senior leadership team
- Members of the S&FI team and across Uniting more broadly

External
- Clients and their families
- Government departments, corporate funders and other funding bodies
- Senior staff from key stakeholder and partner organisations
- Utility, financial and community service organisations and their peak bodies
- Senior staff from key stakeholder organisations
- Congregations

Key responsibility areas

Enhancing Impact with Consumers
- Work collaboratively across S&FI, Kildonan and Lentara and the broader Uniting to make a difference to vulnerable people through increasing energy and financial literacy.
- Foster innovation and continuous improvement across the E&FL programs.
- Actively seek to extend the impact from Uniting’s consumers by facilitating linkages across the organisation with the E&FL programs.
- Oversee the operations of an integrated team with a focus on outstanding customer service and experience.
- Support the Senior Manager S&FI with the development of new S&FI initiatives, and oversee the implementation of new projects and programs.
- Work with service delivery teams (leaders and members) to clearly identify and define accountabilities, and developing key performance indicators (KPIs) to ensure contractual obligations are met.
- Prepare ad hoc business reports for Senior Manager S&FI, identifying significant opportunities, emerging trends and issues that may impact on Uniting Kildonan and Lentara, with appropriate recommendations.
- Actively contribute as a member of the leadership team of Uniting Kildonan and Lentara cluster.
- Collaborate, and contribute to Uniting Kildonan and Lentra leadership team as a subject matter expert.
- Develop, implement and maintain consistent and best practice service delivery standards, policies and procedures for the service area.
- Lead development and continuous improvement of strategies to increase client accessibility to programs.
- Monitor service demand, and implement strategies for ensuring effective and responsive service delivery.
- Develop and maintain corporate performance management and reporting against project and operational goals including targets and service levels.
- Oversee evaluation of Uniting Kildonan and Lentara’s programs and coordinate regular program reviews, including development of processes for incorporating client feedback.
- Develop funding submissions, proposals and implementation plans for new initiatives.

Operational Management and Continuous Improvement
- Monitor service demand, and implement strategies for ensuring effective and responsive service delivery.
- Develop and maintain corporate performance management and reporting against project and operational goals including targets and service levels.
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- Support and manage coordination and communication between teams and functions to improve collaboration and efficiency.
- Actively contribute to identifying operational issues and finding appropriate solutions.
- This role involves intrastate and interstate travel.

**Stakeholder Management**

- Establish and maintain effective relationships with funding bodies and other key stakeholders.
- Represent Uniting at a range of external forums and networks and other strategic initiatives.
- Work with teams to increase partnership with consumers and deliver on Uniting’s RAP and other relevant areas from the strategic, operating and service area plans.

**Quality and risk**

- Brief Senior Manager S&FI on critical incidents and exceptional circumstances and promptly follow up on employee, volunteer, student and client incidents.
- Identify and communicate key risks relating to programs.
- Ensure grievances and complaints are handled in a timely and efficient manner.

**Finance Management**

- Work collaboratively with Senior Manager S&FI to develop and monitor the annual budget.
- Continuously monitor the allocation of resources in line with budget requirements and compliance with funding agreements ensuring achievement of program targets, KPIs and quality standards.
- Ensure program expenditure and income is within budget and advise Senior Manager S&FI promptly of any anticipated variations to the approved budget.
- Work closely with Team Leaders to seek sustainable service delivery methods to prevent deficit budget results.

**People and teams**

- Establish, lead, coach and inspire an engaged and productive team.
- Provide inspired and adaptive leadership to team.
- Lead the team in leading practices, effective process governance and continuous improvement of service delivery programs, systems and processes.
- Develop team capability through fostering a collaborative working environment, sharing of knowledge and providing opportunities for leading and development.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through probation, performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting’s values.
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Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Compliance with site, program and cluster based policies and procedures.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

Strategic / Service Delivery

- Develop a program area strategy for extending Uniting’s impact in relation to energy and financial literacy.
- Ensure regular reviews and formal evaluation of service area are undertaken at least annually and that implications of the review are provided to the Senior Manager S&FI.
- Regularly monitor all funding contracts and oversee reporting for programs reporting to this role.
- Ensure that learnings from research, consumer feedback, data and service expertise are integrated into practice and business unit program development.
- Monitor and report on corporate performance management against project and operational goals including targets and service levels.
- Ensure role accountability and performance indicators for S&FI team members are clarified, documented and actioned.

Financial Management

- Ensure business unit expenditure and income is within budget and advise Senior Manager S&FI promptly of any variations to the approved budget.

Risk Management

- Ensure Risk Management controls and processes are built into planning processes.
- Ensure staff understand the importance and consequences of risk management to their immediate service area.
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Person specification

Qualifications
- Tertiary qualification and/or extensive experience in a relevant and related professional discipline e.g. Energy, Sustainability, Community Development, Management, Business, Social Work or similar (required).

Experience
- Proven experience in managing effective energy efficiency and/or financial inclusion programs particularly to vulnerable households. Proven experience in leading and developing an engaged and cross-functional workforce focused on delivery of client outcomes.
- Demonstrated skills in design and implementation of new programs as well as project management of major change initiatives.
- Demonstrated analytical capability to monitor and analyse program performance including identifying trends and service gaps.

Core selection criteria
- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Leadership:** Highly developed leadership skills, ability to align teams with organisational values, providing effective people management and role modelling expected behaviour.
- **Communication:** Well developed communication and interpersonal skills including ability to prepare presentations, reports and business proposals.
- **Service Management:** Proven track record effectively overseeing all operational management of integrated human services including people management, financial, risk and compliance, reporting, evaluation and program analytics. Particular experience in the energy sector preferable.
- **Change Management:** Ability to lead people through major change, whilst maintaining a strong focus on client outcomes.
- **Stakeholder Relationships:** Proven track record in developing engaged relationships with a range of stakeholders including government, community services and corporate partners.
- **Cultural Awareness:** Values diversity as a strength and positively utilises diversity.
- **Teamwork:** Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Client Focused:** Achieves results for clients through their teams.

We are a child safe organisation
Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

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