

Position Description



POSITION TITLE	Assistant Program Manager, Remote Australia Employment Service
POSITION NUMBER	104142
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 7
POSITION TYPE	Fixed Term Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Principal Programs / Remote Australia Employment Service
LOCATION/S	The program operates across six communities (Laramba, Yuelamu, Nyirripi, Engawala, Atitjere and Ti Tree), and this position is responsible for overseeing two allocated communities as required.
SUPERVISOR	Program Manager, Remote Australia Employment Service
POSITIONS SUPERVISED	This position has maximum four direct reports

PRIMARY OBJECTIVE

The Assistant Program Manager is responsible for leading and overseeing the delivery of Remote Australia Employment Services across Central Desert communities within their designated region. The role provides day-to-day supervision, guidance and operational support to community-based staff, performs culturally responsive case management, including participation activities, training pathways and employment outcomes. Working under the direction of the Program Manager, the Assistant Program Manager engages with community stakeholders and works with the Community Projects Coordinator to deliver local projects and ensure services are delivered in line with funding guidelines, contractual obligations and Council policies, procedures and relevant legislation.

CULTURAL AND COMMUNITY ENGAGEMENT REQUIREMENTS

This role works closely with Aboriginal peoples, families, communities and service providers across Central Australia. The position requires respectful engagement, cultural awareness and an understanding of local community contexts. Aboriginal and/or Torres Strait Islander people are encouraged to apply

KEY DUTIES AND RESPONSIBILITIES

1. Lead the delivery, reporting and compliance of the RAES Program in line with budget and Funder's requirements.
2. Drive a people-centered approach that supports the employment ambitions, aspirations and opportunities of Aboriginal people in remote communities.
3. Lead engagement with community members, employers, training providers and internal staff to develop place-based employment, training and participation solutions, and contribute to strategies that support these goals.
4. Coordinate and supervise RAES employees across the designated communities through regular supervision, performance development and identifying training and growth opportunities for all staff.
5. Deliver and report on RAES services by:
 - a. Assisting participants to engage in the Program
 - b. Supporting participants to prepare for, find and keep a job
 - c. Helping participants to overcome barriers to employment
 - d. Maintaining employer relationships, and
 - e. Monitoring participant progress in employment with the assistance of central support staff
6. Monitor service quality against agreed standards and KPIs, including the quality of case management, record keeping, participant follow-up and reporting on identified indicators.
7. Prepare and deliver clear, accurate program reports for the Program Manager and for internal and external stakeholder meetings.
8. Promote and maintain a proactive health, safety and wellbeing culture, ensuring safe work practices across both communities.
9. Carry out any reasonable duties delegated by the Program Manager that are within level and consistent with the role.

SELECTION CRITERIA

Essential

1. Diploma in related discipline with work experience or equivalent considerable experience directly relevant to the position.
2. Demonstrated ability to:
 - a. lead, manage and develop employees from a range of cultural backgrounds.
 - b. plan, coordinate and deliver engaging program activities that support participation, learning and employment outcomes.
 - c. prepare accurate, clear and timely reports on services, activities and program performance.
 - d. cultivate and maintain a productive, harmonious and culturally safe team environment.

3. Awareness of the socio-economic factors affecting Aboriginal people in remote communities, and the ability to work effectively in cross-cultural contexts.
4. Sound knowledge of Work Health and Safety requirements with the ability to manage WHS in a complex environment
5. Current Class C License, Acceptable Police Check and Ochre Card.
6. Financial budgeting and project management experience within Aboriginal communities is desirable.