

Settlement Programs Manager

Division:	Education Services
Award and Classification:	Educational Services (Post-Secondary Education) Award 2010 General Staff Level 8

Position Objective

The Settlement Programs Manager is responsible for coordinating settlement focused education and training programs and student welfare. The role supports the Adult Migrant English Program and commUnity+ initiatives including a Student Alumni Plan and Student Welfare Plan. Reporting to the General Manager – Education, the Settlement Programs Manager will oversee compliance, program management, student engagement, and reporting.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation

Comm Unity Plus Services Ltd (operating as commUnity+) is a multidisciplinary organisation located in Melbourne's western suburbs, delivering a range of prevention and early intervention programs focused on informing and engaging with our community. This is achieved via high quality Adult Education, Legal Services (Brimbank Melton Community Legal Centre), our Neighbourhood House program and Children's Contact Service, as well as a range of community and individual development activities.

commUnity+ has grown from a small residents' action group in Deer Park to a large community-based organisation that delivers programs from multiple locations in the West, North-West and Inner Melbourne. Our Head Office is located in Deer Park.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission.

commUnity+ receives funding from local, state and Commonwealth government departments.

commUnity+ partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.

Our services are pivotal to building social capital and the agency of people living in Melbourne's western suburbs.

Our Vision

Everyone in the West has a safe place where they feel they belong and live the life they choose.

Our Purpose

To support, strengthen and enable individuals and diverse communities in the West to flourish.

Our Values

Responsive	We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.
Empowering	We will respect the strength of our communities and collaborate to deliver holistic services.
Accountable	We will be responsible and self-reflective. We will acknowledge and celebrate achievements.
Collaborative	We work well together and as one team for our community.

Our Services

- Employment, foundation, and settlement focused education and training programs.
- Family services, including the Children's Contact Service and family support.
- Legal services, including the Brimbank Melton Community Legal Centre.
- Neighbourhood house.
- Other community development and engagement initiatives and projects.

Part B: Operational Context

Education Services

commUnity+ is a respected education and training provider with a proud thirty (30) year history providing employment, foundation, and settlement focused education and training programs. We provide programs for diverse community members, regardless of background, based on personal needs and aspirations.

commUnity+ is a Foundation Skills List Approved Provider, Learn Local, and Registered Training Organisation. We maintain several national, state, and local government education and training contracts.

For more information, please visit the commUnity+ website www.comm-unityplus.org.au

Part C: Position Specifications

Relationships		
Division	Education Services	
Programs	Adult Migrant English Program Pre-accredited programs Student welfare initiatives	
Location	The Settlement Programs Manager will be required to frequent all commUnity+ education portfolio sites, as required, and has specific responsibility for programs delivered within Deer Park, Keilor Downs, and St Albans.	
Line Manager	General Manager – Education	
Supports	Education team senior management	
Internal Contacts	<ul style="list-style-type: none">Administration team.Teachers.	
External Contacts	Collaborating with the senior management team, the Settlement Programs Manager will be required to consult with several external partners, including employment services providers, funding contract holders, and Services Australia.	
Dimensions		
Staff / Volunteers Managed or Supervised	Direct	Collaboration required with executive and senior management, administration, and teaching staff.
	Indirect	Presenters and volunteers, as required.

Key Accountabilities
A. Administration and compliance B. Business development C. Planning and strategy D. Program management E. Staff management F. Student welfare

G. Others

Key Tasks

A. Administration and compliance

- Ensure enrolment, teaching and learning, and reporting documentation is accurately completed and maintained.
- Ensure compliance with contracts, memoranda, and program guidelines.
- Ensure compliance with commUnity+ policies and procedures.
- Manage the statistical data required by funding agencies and partners and ensure timely collection, entry, and reporting.
- Support the executive and senior management teams to maintain registration and meet standards in accordance with the Australian Quality Training Framework Service Providers Instructions, and Victoria Registration and Qualifications Authority.
- Support the operations team to meet internal and external reporting deadlines, including AMEP Reporting and Management System data entry.

B. Business development

- Coordinate marketing campaigns in liaison with executive and senior management teams, including annual report preparation.
- Identify business development opportunities and contribute to funding submissions, including annual plan, and prepare acquittals.
- Support the development and maintenance of partnerships, in collaboration with the Partnerships Manager, including employment services providers and Services Australia.

C. Planning and strategy

- Contribute to business, operational, and strategic planning and support implementation.
- Participate in enterprise and team meetings, including committees, as required.
- Prepare, implement, and monitor monthly, quarterly, and yearly program plans.
- Support annual budget planning and forecasting and monitor ongoing program performance.

D. Program management

- Manage settlement focused education and training programs, under the direction of the General Manager – Manager, according to compliance, funding, and contractual guidelines and obligations.
- Monitor program enrolments and financial performance and implement corrective measures, where required.

- Timetable settlement programs, in collaboration with the senior management team, and ensure efficient use of facilities.
- Support curriculum development and ensure teaching and learning resources are comprehensive, compliant, and engaging.
- Undertake new client assessment, where required.

E. Staff management

- Manage program teams, including recruitment, induction, and supervision.
- Provide coaching, mentoring, and professional development to support team development.
- Adhere to commUnity+ timeframes regarding performance planning and review.
- Maintain staff files and distribute to the People and Culture team, as required.

F. Student welfare

- Coordinate the Student Alumni Plan and Student Welfare Plan, which promote holistic student welfare, community, education, and employment pathways.
- Develop and implement partnerships with referral agencies to support student outcomes and welfare, in collaboration with the Partnerships Manager,
- Supervise the Student Support Officers, whose responsibilities include data entry, Individual Pathway Guides, and student welfare.

G. Other duties

- Comply with legislative requirements.
- Demonstrate commUnity+ values.
- Ensure compliance with commUnity+ policies and procedures.
- Promote commUnity+ programs and services.
- Other duties as required.

Part D: Person Specification

Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Minimum of five (5) years' experience in a similar role, demonstrating education and training program management experience within the charitable, community, or social enterprise sectors. • Demonstrated understanding of relevant compliance, guidelines, and standards, including the Australian Quality Training Framework and Guidelines for VET Providers. • Proven ability to independently manage time, plan and

	<p>prioritise, and meet agreed deadlines in a complex environment with competing demands.</p> <ul style="list-style-type: none"> • Exceptional written and verbal communication skills with the ability to build relationships with diverse communities and stakeholders and foster team collaboration. • Demonstrated experience in supervising staff, specifically within the education and training sector.
Desirable	<ul style="list-style-type: none"> • Understanding of adult and community education sector, including community development principles. • Personal attributes including empathy, motivation, and passion.

Qualifications	
Essential	<ul style="list-style-type: none"> • Tertiary qualifications in Education or related discipline
Desirable	<ul style="list-style-type: none"> • Postgraduate qualification. • TAE40116 Certificate IV in Training and Assessment.

Other Requirements	
Essential	<ul style="list-style-type: none"> • Current Working with Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity. • Current valid Victorian Drivers Licence. The position will require travel to attend other commUnity+ sites from time to time.
Desirable	<ul style="list-style-type: none"> • None.

Part E: Declaration

Declaration	
<p>My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience. I hereby accept the accountabilities and authority as outlined.</p>	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /