

POSITION DESCRIPTION

Position Title	Manager Service Planning and Coordination		
Team	Client Services Settlement		
Classification	SCHADS Level 6	Employment Status	Full time, until June 2027
Position reports to	Senior Manager Settlement Services		
Location	Southeast Melbourne		
Last revised on	July 2025		

A. Who We Are

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

B. Position Objective

The Manager Service Planning and Coordination (SETS) is responsible for leading and overseeing the planning, coordination, and delivery of community-based programs.

This role will address social, economic, and environmental challenges through innovative and sustainable service delivery and business practices, that prioritise social impact alongside financial returns, whilst supporting the community.

These initiatives should ultimately contribute to long-term change for the client and be aligned to the Settlement and Integration Outcomes Framework.

This role requires high levels of initiative, strong community engagement skills and the ability to build trusted relationships with the community, to develop innovative and/or best practice responses and solutions to locally identified needs.

The position will work collaboratively with other relevant agencies in order to support the delivery of programs in a partnership approach.

C. Key Responsibilities

SCHADS 6 Award Characteristics of this level –

- Limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the work area and the provision of expert advice.
- They may be required to undertake the control and co-ordination of a program, project and/or significant work area.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Employees will be required to understand and implement effective staff management and personnel practices.

Core Responsibilities of the role

- Through a community development approach, you will strengthen the participation, inclusion and contribution of priority groups including regional multicultural communities, seniors and other diverse cohorts.
- Contribute to the preparation and monitoring of program budgets
- Ensure the program and services can operate effectively within budgets
- Undertake regular supervision and performance reviews, providing feedback to promote collaborative working relationships
- Monitor the effective and efficient use of existing resources for mainstream and targeted settlement services
- Drive service delivery improvements by identifying and responding to gaps and barriers
- Ensure clients are supported to make informed choices, that allow them to make connections AND achieve their personal goals.
- Facilitate team meetings and foster a culture of collaboration and continuous improvement.
- Develop and maintain relationships with key referral agencies and stakeholders to improve service coordination and delivery, referral pathways, and local collaboration. Advocate for clients' needs as relevant and promote SMRC and its services
- Ensure accurate program data, activities, surveys and evaluations, etc. are recorded for reporting as per funding guidelines
- Identify new and grow existing social enterprises i.e. Bicultural workforce, Cultural Insight, to build sector capacity
- Programs will support interculturalism within established and new and emerging communities.

Team Responsibilities

- **Settlement and Integration Outcomes Framework:** Support the program's accreditation process and ensure all services align with the Settlement and Integration Outcomes Framework.
- **Accountability for KPIs:** Ensure the appropriate supervision and performance development of staff, including setting and monitoring KPI's, and/or managing a waiting list/active hold where required for programs. Service performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Project proposals:** Contribute to the development of funding proposals, tenders, service models, research and innovation
- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to build a positive and collaborative team environment to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible clients.
- **Communication:** Effectively communicates and maintains professional relationships with clients, staff and key stakeholders
- **Team Support:** Contribute to a positive and collaborative team environment and encourage a positive work environment that encourages quality assurance and high-performance standards. Assist other team members during high-demand periods or staff absences.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Senior Coordinator's direction, contributing to the strategic plan's success.
- **Client confidentiality and dignity** –ensures a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respects clients' privacy. Understands systems and policies for protection of clients.

Key Selection Criteria

Qualifications

- Bachelors Degree in Social Work, Community Development or Business related field.
- Background in Community Services and/or Business Management.
- Proven Experience, 3 years, in leadership and or strategic management.
- Minimum 3 years experience in service planning and coordination.

Key Knowledge Areas – Role specific

- Experience in ACFE pre-accredited programs and ability to develop ACFE A-Frames.
- Excellent interpersonal and relationship-management skills, with experience in establishing and managing effective sector partnerships
- Demonstrated understanding and application of the Settlement and Integration Outcomes Framework.
- Multi-lingual to assist with translation/interpretation and/or experience working with translation services (desired)
- Demonstrated experience and knowledge about issues affecting CALD clients
- Demonstrated experience and knowledge of performance management, including supervision, appraisal and performance management
- Exercise initiative and judgement

- Demonstrated application of Case Management Models, employing a strength-based, client-centred, and trauma-informed approach that promotes self-efficacy and agency
- Conflict management, experience in managing challenging situation and conflict resolution.

Key Knowledge Areas – General

- Demonstrable knowledge and experience in delivering exceptional customer service
- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrate SMRCs Values in all work and communications.
- Understanding of National Principles for Child Safe Organisations,

Requirements

- Current Victorian drivers' licence and own vehicle

Staff reporting to this position

Service Planning and Coordination Officer and Program Workers Level 4

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

- Participate in professional development by actively participating in staff development workshops and training programs.
- The staff member must comply with child safety standards and policies.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date