

POSITION TITLE:	Executive Manager, Programs and Services		
REPORTS TO:	Chief Executive Officer		
POSITION CLASSIFICATION:	Full Time		
AWARD/CERTIFIED AGREEMENT	Individual contract		
LOCATION:	Carlton	APPROVED BY:	Chief Executive Officer
SALARY:	Competitive salary package plus: <ul style="list-style-type: none"> • Access to salary packaging • Superannuation paid as per the Super Guarantee • Annual leave loading • Generous entitlements including cultural leave options and flexible work arrangements 	LAST UPDATED:	April 2025

About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home.

About the Program Area

The **Programs and Services** area develops and delivers a range of programs and services that focus on building resilience and developing capability and capacity of multicultural youth within a strength based, family and community focused approach. Programs and services are integrated and operate in a coordinated manner with a regional and state-wide focus.

POSITION SUMMARY:
<p>The Executive Manager Programs and Services has responsibility and oversight of a diverse range of CMY programs and services. Within a OneCMY approach and accountability, the role oversees the development, implementation, administration and coordination of multiple geographically dispersed portfolios.</p> <p>This position will ensure programs and services are strength based, family and community focused and operate within quality and consistent service delivery frameworks and policies.</p> <p>The Executive Manager will work as part of the Executive Management Team to shape the delivery of strategic goals, coordinate stakeholders, and lay the groundwork for sustainable growth. This will include responsibility for developing and implementing innovative approaches and programs and for ensuring programs and services are integrated and operate in a coordinated manner.</p>

JOB RESPONSIBILITIES:	
<p>This position provides overarching strategic and operational leadership, direction, management and coordination of service delivery approaches and portfolios in a manner that encourages and facilitates collaboration consultation, communication and teamwork.</p> <p>Working with the broader executive leadership team this role ensures services are implemented, evaluated and continuously improved to meet the needs of the community and fulfil CMY's strategic direction. Driving service integration as OneCMY is key to this position's success.</p>	
Role Competencies	Responsibilities
Operational Management	<ol style="list-style-type: none"> 1. Provide strategic leadership and direction across Programs and Services portfolios to ensure that they operate efficiently and effectively. 2. Provide management and coordination for all direct reports and the broader Programs and Services leadership teams. 3. Ensure that organisational goals are met effectively and efficiently and appropriately monitored to achieve compliance with relevant legal and regulatory requirements. 4. Ensure the Program and Services portfolios, programs and project budgets are effectively managed and that regular monitoring of project funds is undertaken by Managers 5. Monitor service data to ensure programs and services deliverables are met. 6. Ensure strong and accessible planning, delivery and feedback mechanisms to continuously improve performance of programs and service portfolios.
Strategic Partnerships	<ol style="list-style-type: none"> 1. Maintain strategic partnerships with key service providers across the youth and family and multicultural sector. 2. Represent and promote CMY to government departments, members of parliament, local government officers, media and the wider community. 3. Liaise with relevant funding bodies on a state and federal level to ensure that all program contractual and legal requirements are met. 4. Represent CMY on strategic committees and regional networks as required and or directed by the CEO.
Leadership and strategy	<ol style="list-style-type: none"> 1. Be an active member of the CMY's executive management team and contribute to strategic planning processes 2. Working closely with Executive Manager Business Services and the CEO, develop and continually review a workforce planning strategy to strengthen internal capabilities and succession planning across the organisation 5. Consistent with the strategic directions of CMY undertake all other duties as directed by the CEO.
Impact and influence	<ol style="list-style-type: none"> 1. Provide strategic direction and visionary leadership to ensure that Programs and Services align with CMY's vision, values and strategic priorities. 2. Be a change champion to ensure CMY's goal of developing an integrated, agile organisation is achieved by 2030 and beyond
Communication	<ol style="list-style-type: none"> 1. Prepare complex briefs and papers of behalf of the CEO for various audiences including but not limited to the CMY Board, CMY staff and teams, government bodies and other partners 2. Commensurate to the function of the role and with the approval of the CEO, represent the organisation in mainstream and social media as required.

	<ol style="list-style-type: none"> 3. Contribute to the design, implementation and delivery of effective internal communication channels to meet evolving organisational needs 4. Be responsible for the consistent organisational 'voice' and CMY branding when representing CMY
Quality and Risk Management	<ol style="list-style-type: none"> 1. Ensures Risk Management and quality assurance as per the CMY Risk Management Framework and Risk Committee. 2. Role models safe and quality practice and champions continuous improvement. 3. Contribute to organisation quality assurance and risk management policy and procedures and ensure that these are effectively implemented in the portfolio area of responsibility
CMY Policy & Procedures Framework	<ol style="list-style-type: none"> 1. Ensure that policies and procedures exist to guide the effective delivery programs and services 2. Ensure staff awareness, training and compliance in policy and procedures 3. Abide by the policies and procedures of CMY and operate within the Code of Conduct
Personal Effectiveness	<ol style="list-style-type: none"> 1. Demonstrate emotional intelligence and strong interpersonal skills, cultivating empathy, trust, and respect 2. Manage own workload and priorities, in a proactive and time efficient manner 3. Execute responsibilities logically and accurately, with good practice in checking own work, drilling down and problem solving in consultation with key staff 4. Manage self and effectively deal with pressure 5. Lead by example and in accordance with CMY Values

KEY SELECTION CRITERIA:

1. Exceptional executive and/or senior leadership skills with significant experience in managing multi-disciplinary portfolios within a complex service environment demonstrating agile and collaborative approaches
2. High level organisational skills and a demonstrated ability to work with a high level of autonomy in a senior leadership role.
3. Demonstrated knowledge and understanding of social justice, youth work and extensive knowledge of complex issues affecting migrant and refugee young people, their families and communities
4. High level influential, interpersonal and communication skills with experience in building relationships with the government and/or not-for-profit sector, together with an ability to lead and inspire others
5. Proven ability to negotiate and partner successfully with funding partners and other agencies providing related services
6. Demonstrated understanding of community development processes with strong program and project management experience including financial management monitoring
7. Significant experience in innovative thinking, problem solving, in collaboratively designing and implementing effective continuous improvement strategies and new business development innovations
8. Understanding of communication and marketing strategies and priorities

QUALIFICATION REQUIREMENT:

- Tertiary qualifications in social/ community services related field and extensive knowledge and/or significant experience in the not-for-profit sector and
- More than 10 years' professional experience in leadership roles and minimum of 5 years of senior management experience.

ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and shortlisted candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Children Checks, and child safety focused referee checks.

- Applicants must have the right to work in Australia.
- CMY is an Equal Opportunity Employer.
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- This role will be based out of the CMY Carlton office but travel to other CMY offices may be required.
- This role at times may require a capacity to work flexible hours including evenings and occasionally on weekends, and
- A current driver's license is required as this role requires a capacity to travel throughout Victoria, including overnight stays.

GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights.
- Comply with the Employee Code of Conduct.
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**
Young people are *understood, accurately represented and influential*.
- **My CMY**
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Chief Executive Officer
Name

Chief Executive Officer Date / /
Signature

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

Employee Name

Employee Signature Date / /