



PROGRAM MANAGER LEVEL 1 (0.6 FTE)

Purpose of the Program Manager Level 1 role – (1) coordinating school programs (2) staff supervision (3) school program quality

The Program Manager Level 1 works under general direction and is responsible for (1) coordinating I CAN Network schools programs within a region, (2) coordinating customer activities and (3) supervising and coaching I CAN Network Mentor staff. This will involve building and maintaining relationships with a diverse range of stakeholders including Autistic students, parents, schools, third party program funders and the wider I CAN Network team.

The Program Manager Level 1 will need to feel a strong connection and genuine passion for the strengths of Autistic people, embrace an ‘I CAN’ attitude and I CAN Ltd’s purpose - *to prove what Autistics CAN do*. Reporting to the Regional Manager, the Program Manager Level 1 will be required to work in a highly flexible environment during business hours, maintaining strong communication with stakeholders, Program Facilitators and Mentors, and the wider I CAN Network management team.

To avoid confusion, the Program Manager Level 1 will not be responsible for the performance management of Program Facilitators and Mentors, more for supervising them on the programs the Program Manager has been assigned.

The successful applicant will require a Working With Children Check (“WWCC”) (Employee) or state equivalent prior to commencement of the role in compliance with Child Safe Standards. The role will also have a probationary period of six months.

Key position information			
Title: Program Manager Level 1		Position reports to: Regional Manager, I CAN Network	
Primary purpose of position		Interests	Capabilities/Experience
Program Managers Level 1 work under general direction from their Regional Manager to achieve job outcomes themed on the following: <ul style="list-style-type: none"> • Coordinating school programs • Staff supervision • Ensuring school program quality in Greater Melbourne region (eg. promoting, supporting and monitoring program quality - checks in with customers, program reviews, etc) 		<ul style="list-style-type: none"> • Passion for supporting youth • Passion for supporting people on the Autism Spectrum and their talents • Belief in I CAN Network’s Values 	Demonstrated customer service skills <ul style="list-style-type: none"> • Strong administrative and IT skills • Capacity to schedule across complex requirements including casual staff availability and school timetabling preferences • Adaptable communication skills across a variety of audiences and the emotional intelligence to handle all situations with care and professionalism
Outcomes	Key Performance Indicators		Targets

<p>1. (Support of Regional Manager) Support the Regional Manager with I CAN Ltd's growth plan and priorities for Greater Melbourne</p> <p>~ 30% of focus per week (first priority of your work)</p>	<ul style="list-style-type: none"> ● Provide general support to the Regional Manager, Greater Melbourne and their suite of responsibilities across all facets ● Coordinate activities as required by the Regional Manager Greater Melbourne ● Represent the Regional Manager when required both internally and externally ● Support the Regional Manager as required to achieve business for the region (eg assistance in the sales/ renewals process for schools). 	<ul style="list-style-type: none"> ● Regular catch ups/ updates to Regional Manager
<p>2. (Customer Service) Provide quality customer service to Melbourne schools/ management of assigned customer relationships</p> <p>~ 30% of focus per week (second priority of your work)</p>	<ul style="list-style-type: none"> ● Responsibility for the following customer service tasks alongside the Regional Manager: <ul style="list-style-type: none"> ○ Quick, efficient responses to school customers via email inbox, phone, etc ○ Support of School Invoice Process including (1) issuing of quote requests, (2) development/ follow up of School Service Agreements and (3) issuing of invoice requests ○ Support the communication loop between the customer, third party funders such as School Focused Youth Service (if applicable), frontline I CAN Ltd staff and I CAN Ltd's Finance Department ○ Support/ maintenance of customer records in Salesforce database ○ Referring customers to the right I CAN Ltd service for their enquiry, eg. promoting the National Online Mentoring Program ○ Regularly coach/ deliver feedback to I CAN Ltd staff on maintaining an active and professional communication loop with customers ○ Actively promote I CAN Network and seeking out new supporters and customers ● Responsibility for calendar management alongside the Regional Manager 	<ul style="list-style-type: none"> ● Support of achieving annual targets (eg. 30% growth year-on-year) across School Hours Group Mentoring Program ● Promote the growth of the National Online Mentoring Program ● Strong relationships with customers which understand/ meet customer needs ● Strong relationships with internal stakeholders to ensure I CAN Ltd can deliver the core functions of the region ● Rosters achieve the best possible match between staff availability, customer preferences and business needs

	<ul style="list-style-type: none"> ○ Active scheduling of services (school program sessions, program talks, professional development workshops, program reviews, etc) against school preferences and staff availability and the confirmation of calendar entries across email, Zoom/ Google and Microkeeper calendars. 	
<p>3. Quality control of I CAN Network's services (and their content)</p> <p>20% of focus per week (third priority of your work)</p>	<ul style="list-style-type: none"> ● Responsibility for supporting the processes behind implementing I CAN Ltd's Outcomes Framework <ul style="list-style-type: none"> ○ Coaching/ supporting staff with collection/ completion of pre-program and post-program survey data ○ Coaching staff on completion of attendance spreadsheets ○ Organise, schedule, attend and deliver (if required) group mentoring sessions and speaking engagements for I CAN Network if required. ○ Influencing cultural change with customers by organising, scheduling and delivering (if required) I CAN Ltd-aligned Professional Development Workshops. ○ Ensure achievement of the I CAN Network Outcomes Framework through the quality delivery of I CAN services (school hours group mentoring, in-school individual mentoring and speaking engagements included within mentoring packages) ○ Regularly coach/ deliver feedback to I CAN Ltd staff on content delivery ● Exercise initiative and judgement in using I CAN Ltd's mentoring modules as a basis to further develop, customise, and create bespoke sessions which are used and recognised as "showcases" of the I CAN Network mentoring program to potential customers (eg neighbouring schools). ● Supporting the Regional Manager and I CAN Ltd stakeholders with program reporting to government/ School Focused Youth Service, etc. 	<ul style="list-style-type: none"> ● Regular program reviews are conducted ● Baseline and end-program data surveys are conducted across programs ● Feedback to staff is given within one rostered day of receiving the feedback from the customer/ and followed up on within one fortnight ● Programs are delivered according to their service agreement. ● Microkeeper timesheet system is kept up to date with rostered programs and rostered staff



<p>4. Responsibility for assigned I CAN Ltd staff/ development of culture</p> <p>20% of focus per week (fourth priority of your work)</p>	<ul style="list-style-type: none">• Ensure staff completion of online compliance training and their actual completion of compliance steps (eg. Employee Working With Children Checks) alongside Regional Manager• Supervising assigned I CAN Ltd staff in School Hours group mentoring• Ensure achievement of the I CAN Ltd Capability/ Performance Framework through I CAN Ltd staff alongside Regional Manager• Championing the development of Autistic trainees across the team and its programs• Uphold I CAN Ltd's Values - <i>We are Positive, We Enable, We are Open, We are Gutsy, We build Networks, We value Integrity</i> (defined below)• Contributing to a great team culture	<ul style="list-style-type: none">• Given I CAN Ltd's 50% difference (50% Autistic staff), everyone (in all their diversity) feels welcome and respected.• Staff/ volunteer compliance with the policies of I CAN Network• Child safety, legal and business risks within the School Hours Mentoring Program are known and effectively managed• KPIs of the Shift Guides are implemented across program delivery• Support I CAN Ltd's management of staff participation in cultural development• Support the development of the Trainee Mentor Program
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