

POSITION DESCRIPTION

Position Title:	Program Manager – Operational Delivery
Classification:	Level 6, Social, Community, Home Care and Disability Services Industry Award 2010
Salary Range:	\$96,969.60 - \$99,102.64 (+ superannuation guarantee, 5 weeks annual leave and loading, salary sacrifice)
Status:	Full Time, Contracted Position to 31/12/2023
Reports to:	General Manager
Direct reports:	1
Role Function:	The Program Manager – Operational Delivery leads, directs and manages the day-to-day operations of the AMRRIC One Health animal management program.

AMRRIC is a not-for-profit organisation that uses a One Health approach to coordinate veterinary and education programs in rural and remote Australian Aboriginal and Torres Strait Islander communities.

Our One Health approach recognises the inextricable links between human, animal and environmental health and wellbeing. By working with remote Indigenous communities to improve the health of their pets, we are helping to create healthier, safer and happier communities.

CORE DUTIES:

Program Management

- Scope, plan, implement and evaluate, within resource capacity, veterinary and education programs using AMRRIC's one health model of approach.
- Respond to requests for assistance from community and members of the public. Follow up on these requests and scope for intervention needs.
- Mentor and support Project Officer(s) in their program delivery role.
- Coordinate with Education and Training Officer(s) for integrated education in program delivery.
- Take responsibility for the logistics of all veterinary programs. This includes WHS and equipment maintenance prior to and following program delivery, and ongoing drug and consumable stock level maintenance including schedule 8 drug storage and records of use.
- Ensure all financial management of the program is maintained including the use of grant funds in accordance with agreements.
- Extract data outputs for monitoring, funding and organisation reports and other stakeholders and purposes as needed

- In collaboration with the Program Manager – Strategic Delivery, ensure appropriate data systems are implemented and updated, enabling AMRRIC to monitor and evaluate progress against strategic goals.
- With AMRRIC project staff, contracted program professionals and volunteers, attend remote programs and fulfill a clinical veterinarian role
 - Typical duties may include: health checks including vaccinations, delivery of anti-parasitics, spay/neuter, euthanasia (with owner consent) and surgical treatments for animal welfare concerns such as enucleation, limb amputation, wound stitch-up etc.
 - Travel for programs may include 10-15 days per month during peak periods, where peak seasons occur between Apr-Jun and Aug-Oct each year

Advocacy & Stakeholder Engagement

- Maintain collaborative relationships with Indigenous communities and all stakeholders to promote the benefits of partnering with AMRRIC to improve overall community health and wellbeing.
- With the support of the CEO and in collaboration with the Program Manager – Strategic Delivery, provide input into the development of strategic organisational documentation, such as position statements, public submissions and research proposals.
- Where possible and appropriate, ensure AMRRIC is represented professionally at public forums, community meetings, and conferences.
- Work with team members to develop stories and awareness raising material for the promotion of the work of AMRRIC.
- Regularly review and update organisational systems for program stakeholder engagements contributing to reporting.

People Leadership and Management

- Provide visible and positive leadership to staff and volunteers, including clinical mentoring of veterinary volunteers and contracted veterinarians on remote programs where required.
- Ensure a positive and safe work environment where the efforts of staff and volunteers are recognised and where they are encouraged to develop to their optimum potential.
- Provide relevant training and learning opportunities for all staff including appropriate mentoring and leadership support.
- Manage staff performance as required and contribute to annual staff appraisals / performance reviews where relevant.
- Lead continuous improvement within the scope of the role duties and contribute to broader organisational continuous improvement practices.

Professional Development

- Attend and contribute to AMRRIC staff meetings.
- Participate in regular cultural safety and professional development opportunities.
- Maintain relevant knowledge around animal management.
- Maintain relevant veterinary clinical knowledge and surgical skills relating to remote veterinary program delivery .

SELECTION CRITERIA:

Relevant Experience

- Demonstrate experience conducting various types of surgeries, vaccinations and health checks and knowledge of medical equipment and anaesthetic procedures. Previous experience delivering veterinary services through community programs or in shelters desirable but not essential.
- Ability to work to conflicting priorities and deadlines.
- Demonstrate experience in program or project management including experience of systematically and effectively monitoring and implementing continuous improvement practices.
- Demonstrate excellent verbal/written communication skills with a diverse range of stakeholders, including the ability to relate to, motivate and empathise with a range of people from different backgrounds.
- Demonstrate successful problem-solving skills.
- Demonstrate enthusiasm for and commitment to animal health and wellbeing.
- Demonstrate passion around health and wellbeing in remote Aboriginal and Torres Strait Islander communities.
- Sound computing and data management skills including the use of Microsoft Office
- Maintain and exercise discretion in the use of confidential information.
- Maintain relevant registrations, physical and clinical capacity to work as a veterinarian during remote veterinary program delivery.

Scope

- Flexibility and willingness to travel and stay in remote communities.
- Work additional hours as required.

Educational Requirements

- Bachelor of Science (Veterinary Bioscience); Doctor of Veterinary Medicine, or similar qualification
 - Minimum 3 – 5 years demonstrated project management experience.
 - Minimum 3 – 5 years clinical veterinary experience.
 - Previous experience in a not-for-profit environment is desirable.
 - Manual, unrestricted driver's license
 - Ability to obtain a non-disclosable National Police Criminal History Check
 - Working with Children check valid across jurisdictions, or the ability to obtain such.
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