

POSITION DESCRIPTION

Position title	Project Manager - Transformation Program
Group	Carer Advisory, Response and Innovation
Classification	Level 6
Location	Hybrid working arrangements - combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
Reports to	Transformation & System Reform Lead
Number of Direct Reports	Nil
FTE/ Tenure	0.8 FTE, ongoing

Organisational Purpose
<p>Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one.</p> <p>To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:</p> <ul style="list-style-type: none"> • provide them with free with advice and information to help them in their role • connect them to respite activities that allow them to take a break and recharge; • deliver events and education for carers and carer-interested organisations • collect, analyse and release information about carers so their role and their needs are better understood. <p>These contribute to our purpose of advancing understanding of Victoria’s unpaid carers and improving their access to assistance - whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant.</p> <p>Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us:</p> <p>Committed to carers and caring Able to build and strengthen community Respectful and united in our differences Empower curious and creative pioneers Responsible for our actions, we celebrate success, learn from the rest</p>
Group Purpose
<p>Carer Advisory, Response and Innovation</p> <p>The Carer Advisory, Response and Innovation Group will have responsibility for leading the organisation’s:</p> <ul style="list-style-type: none"> • Carer Advisory and Response Function, which encompasses the organisation’s phone based response to carers and others who contact the organisation via phone, email or other channels; delivery of phone based intake, assessment, advisory and linkage to funded respite and other opportunities (including the Statewide Carer Advisory Service and the proposed online Carer Portal) • Funded carer programs , including those where staff are operating in other services (such as mental health and wellbeing) and programs such as In Touch. For these programs, there is a strong focus on both delivering existing requirements and preparing for future funding bids or new opportunities. • Care governance and quality improvement functions, with a focus on building and embedding a continuous improvement culture, developing and implementing systematic approaches to support effective care governance across the organisation; and • Continuing program of organisational transformation, to support the enhancement of organisational operating models, processes and systems (including the design, development and implementation of a cross organisational CRM, a supporting rules engine and an online carer portal) to maximise the

POSITION DESCRIPTION

organisation's impact and position it to be able to effectively bid for new opportunities as they arise.

Position Description - Purpose and Objectives

Carers Victoria is in the process of transforming its business systems and operating models, so it can harness the benefits of current technology to do more for carers.

This includes development of a new Microsoft Dynamics based client relationship management system, and an online carer portal for self-service options that allow individual carers to connect to assistance, advice and information more easily. These will be underpinned by an externally developed rules engine, with data flow between the rules engine and the CRM via an interface (also to be built externally).

We have an experienced developer engaged and a body of preparatory work completed, but due to a recent change in staffing, we need someone new to take up the reigns and manage both the systems reform as well as developing and implementing a change management plan to support the substantial change effort that will be required across the organisation to implement these new models and systems.

The role will report directly to the Transformation & System Reform Lead. There are other pieces of system redesign and improvement being led by other parts of the organisation (including but not limited to introduction of a new financial management system and redesign of our website), so the ability to make connections to those activities to integrate and link efforts will also be an important part of the role.

We are seeking a highly skilled and adaptable Program Support Lead to assist in the delivery of our transformation program. This is a senior role that will provide leadership in key areas of planning, change management, risk management, and project management within an Agile framework. Working closely with the Transformation & System Reform Lead, you will be integral to the successful implementation of a multi-faceted transformation that includes IT systems, people and governance.

The ideal candidate will bring a deep understanding of Agile methodologies, change management approaches and program delivery, with a focus on supporting the overall transformation agenda. This is not a technical 'Agile' role, this position requires someone who can navigate the complexities of change, facilitate agile project management, and support diverse stakeholders at all levels of the organisation.

OUTPUT AND ACCOUNTABILITES

Area of responsibility		Key elements (including but not limited to)
1.	Program support & leadership	<ul style="list-style-type: none"> Support the Transformation & System Reform Lead to deliver the overall transformation program, providing leadership in key areas such as planning, change management and Agile project management. Ensure the Transformation program stays aligned with organisational goals, timelines and budget.
2.	Agile Project Management	<ul style="list-style-type: none"> Lead Agile planning and execution for multiple workstreams, ensuring that teams are following Agile principles and delivering high-quality results. Facilitate scrum, manage backlogs, and ensure an Agile process is utilised without overcomplicating the technical aspects. Develop technical specifications in partnership with external developers and with support from key internal stakeholders
3.	Change management	<ul style="list-style-type: none"> Develop and implement change management strategies that support the cultural and operational shifts needed to embed the changes. Work with the Transformation and Systems Reform Lead and key stakeholders to assess impact and readiness for change.
4.	Stakeholder engagement	<ul style="list-style-type: none"> Collaborate closely with a range of internal and external stakeholders, including senior leadership, operational teams, and IT. Ensure strong communication channels are maintained to manage expectations, report on progress, and gather feedback throughout the transformation process.

POSITION DESCRIPTION

5.	Planning & coordination	<ul style="list-style-type: none"> Own the planning and scheduling for the transformation program, ensuring that workstreams are on track and aligned with the overall transformation timeline. Use Agile tools to manage and track progress, risks and milestones, providing transparency across all levels. Coordinate whole of organisation planning processes
6.	Risk & issues management	<ul style="list-style-type: none"> Proactively identify, assess and manage risks and issues within the program. Work with teams to develop mitigation strategies to escalate concerns when needed.
7.	Occupational Health & Safety, Quality and Continuous	<ul style="list-style-type: none"> Identify opportunities for process improvements and lessons learned during the program. Foster a culture of agility and adaptability within the teams, encouraging innovation and continuous learning. Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work. Provide a positive contribution towards achieving a culturally safe workplace. Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.
8.	Professional Development	<ul style="list-style-type: none"> Undertake relevant training and professional development, including mandatory training.
9.	Other Duties	<ul style="list-style-type: none"> Other duties as directed consistent with skills, qualifications and experience.

ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> CEO and Executive Leadership Team Team Members Other Carers Victoria staff IMICT working group (working group made up of Board members) 	<ul style="list-style-type: none"> External developer Service design consultant Service providers and vendors

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	<p>Essential:</p> <ul style="list-style-type: none"> At least 5 years' experience in program or project management, with a focus on transformation programs. Strong experience in Agile methodologies (Scrum, Kanban etc.) with the ability to facilitate teams through the Agile process. Experience in leading Agile teams in non-technical environments. Proven ability to lead change management and to work alongside staff to build capability. Familiarity with change management methodologies is needed, ability to demonstrate practical approach. Strong leadership skills with the ability to drive alignment, motivate teams and influence stakeholders at all levels. Able to balance strategic thinking with hands-on leadership and support. Excellent communication skills with a track record of managing relationships across multiple levels of an organisation. Able to engage stakeholders effectively, communicate complex concepts in a clear manner, and manage expectations.

POSITION DESCRIPTION

	<ul style="list-style-type: none"> Strong critical thinking and problem-solving abilities, able to navigate ambiguity and provide direction in a complex and fast-paced environment. Exceptional organisational and time management skills with the ability to manage multiple workstreams simultaneously and prioritise effectively. Experience in Microsoft Word, Excel, and PowerPoint; ability to rapidly develop skills in products such as Figma and project planning programs. <p>Desirable:</p> <ul style="list-style-type: none"> Experience in not for profit or similar organisation is desirable.
<p>Personal attributes and behaviours:</p>	<p>Essential:</p> <ul style="list-style-type: none"> Ability to think strategically and provide practical support to ensure successful program delivery. A hands on approach and an ability to take initiative A team player who thrives in a cross-functional environment and actively contributes to collective success. Comfortable with ambiguity and changing priorities, able to pivot quickly and adjust plans as needed. Passion for leading and supporting people through change, with a focus on positive outcomes and cultural transformation. Strong attention to detail while keeping an eye on the bigger picture, ensuring the transformation program delivers on its objectives. Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities. Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity. Understanding of Child Safety Legislation and a commitment to child safety practice.
<p>Qualifications and other requirements:</p>	<p>Essential:</p> <ul style="list-style-type: none"> Agile Project management /related qualifications or proven experience within Project Management Current National Police Records Check. Current Working with Children Check.

CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

<p>Created by:</p>	<p>General Manager - Carer Advisory, Response and Innovation</p>
<p>Approved by:</p>	<p>Human Resources</p>
<p>Date:</p>	<p>3 February 2025</p>