

POSITION DESCRIPTION

Senior Manager – Programs & Services Development

About Community Gateway

Community Gateway has been supporting people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited, against the Quality Improvement Council Health and Community Services Standards 7th Edn and is a child safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

Our strategic priorities include connection to community, progressive and planned growth and influence and leadership

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling.
- Financial capability including no interest loans.
- State-wide financial inclusion coordination
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Child and young adult sexual assault counselling.
- Counselling for children and young adults displaying harmful sexual behaviours.
- Counselling for adult survivors of sexual assault.
- Parents Under Pressure program.
- Family case management.
- Connect IRL youth program
- Lismore Neighbourhood Centre
 - Community Strengthening
- Casino Neighbourhood Centre
 - Community Strengthening
 - Wellbeing and safety
- Energy accounts payment assistance
- Food Rescue
- Emergency relief
- Tax help
- Sexual health hub
- Volunteer management.
- Aged Care Community Visitors Scheme
- Connecting Seniors
- Supported playgroup.
- Accredited OOSH for school-aged children

More details about our organisation and services can be found on our website
nrcg.org.au.



Position Overview

Position title

Senior Manager - Programs & Services Development

Branch

Programs & Service Development

Reports to

Chief Executive Officer

Award

Social, Community, Home Care and Disability Services Award 2010

Level

Level 8

Term

Permanent part-time

Location

Your position is primarily based at 76 Carrington Street, Lismore 2480, NSW however you may be required to travel across the NSW Far North Coast region and to work at other sites during your employment.

Summary

As a member of the Leadership Team, the Senior Manager - Programs & Service Development provides strategic and operational leadership across a portfolio of funded community programs, including sexual health, counselling and case management services.

The role is responsible for program performance, people leadership, contractual and regulatory compliance, service quality, continuous improvement, stakeholder partnerships, and the identification, design and implementation of new programs and funding opportunities.

The position directly manages multidisciplinary teams including counsellors, GPs, case managers and other program staff, and works closely with managers, team leaders, and the CEO to ensure services achieve agreed client outcomes, funding targets and organisational priorities

Selection Criteria

Essential

1. Degree-level qualifications in human services, social sciences, community services, management, social work or a related field, together with extensive relevant professional experience.
2. Demonstrated senior management experience leading multiple funded programs in a complex community services environment, including responsibility for program performance, people management, compliance and service outcomes.
3. Proven experience managing multidisciplinary teams, including counsellors and case managers, with demonstrated capability in supervision, performance management, coaching, workforce planning and development.
4. Strong knowledge of program governance, safeguarding, risk management, professional boundaries, privacy, record keeping, quality assurance and compliance in human services.
5. Demonstrated experience in developing, implementing, monitoring and evaluating operational plans and multiple funded programs to achieve contractual, financial, service and client outcome targets.
6. Demonstrated experience in new program development, including identifying funding opportunities, designing service models, contributing to funding submissions and mobilising new services.
7. High-level communication, collaboration, negotiation and stakeholder engagement





skills, with the ability to build effective partnerships across community, government, funding and service sectors.

8. Demonstrated ability to analyse service data, identify risks and improvement opportunities, and provide clear written and verbal reports and recommendations to executive leadership
9. High level of digital literacy, including proficiency in Microsoft Office and confidence using client management, reporting and data systems.

Desirable

10. Experience managing a diverse portfolio of community services, including counselling, case management or other specialist programs.
11. Experience with client relationship management, case management and program reporting systems.
12. Working knowledge of outcome measurement tools, program logic and evaluation methods.
13. Experience in commissioning, tender development, grant writing, service establishment or mobilisation of new funded programs.
14. Postgraduate qualifications in leadership, management, business, community services or a related discipline.

Additional requirements

1. Current NSW driver licence.
2. NSW Working with Children Check
3. National police check.
4. Capacity to travel across the NSW Far North Coast and work across Community Gateway sites as required.

Position Purpose and Values

- Actively support Community Gateway 's vision, strategic priorities and values.

- Contribute to a workplace free from discrimination, harassment and bullying at all times.
- Operate in line with Community Gateway 's policies and procedures.
- Promote and work within Community Gateway 's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.

Key Accountabilities

People Management

- Provide line management, coaching and performance leadership to counsellors, case managers and other program staff within the portfolio.
- Provide and document regular management supervision and support, ensuring counsellors and other professional staff have access to appropriate external or professional supervision where required by their role, funding agreement or professional standards.
- Set clear expectations, work plans, performance objectives and professional development priorities; undertake annual performance appraisals and address performance issues promptly and fairly.
- Approve timesheets and leave, monitor workloads, caseload allocation, staffing capacity and wellbeing, and plan workforce requirements to support safe service delivery.
- Lead recruitment, induction, retention, workforce planning and capability development to maintain a skilled, culturally safe and effective program workforce.





- Foster a high-performance, reflective and collaborative culture that supports professional accountability, innovation and continuous learning.

Program and practice oversight

- Provide operational oversight of sexual health, counselling, case management and other community-based programs within the portfolio.
- Ensure programs are person-centred, culturally responsive, evidence-informed and consistent with Community Gateway's practice framework, policies and funding requirements.
- Implement and monitor program governance and quality systems including supervision, file audits, case review processes, incident escalation, safeguarding, referral pathways, practice standards and funding compliance.
- Ensure staff maintain professional boundaries, accurate client records, informed consent, confidentiality, appropriate risk assessment, safety planning and compliance with program procedures.
- Ensure appropriate systems are in place for the escalation and management of complex or high-risk client matters, including consultation and coordinated responses with relevant internal and external services.
- Use client outcomes, audit findings, complaints, feedback, service data and staff input to identify and implement program and practice improvements.

Program delivery, integration and access

- Lead the operational performance and development of programs within the portfolio, including service access, referral pathways, outreach and integrated responses with community, government and specialist partners.

- Ensure programs provide coordinated, strengths-based support that addresses client needs, barriers to access, safety, referral follow-up and continuity of service.
- Develop and maintain effective partnerships with government, community, specialist and other services to improve access, service coordination and client outcomes.
- Identify service gaps and emerging community needs and recommend responsive program models, outreach approaches or partnership-based initiatives.

Program performance, compliance and risk

- Ensure programs deliver against organisational objectives, funding agreements, service targets, contractual obligations and reporting requirements.
- Implement and monitor systems to meet legal, regulatory, accreditation, privacy, child-safe, work health and safety and organisational policy requirements.
- Monitor budgets, resources, service utilisation, caseloads, outputs and outcomes in collaboration with the CEO and relevant corporate staff.
- Actively identify, assess and manage operational, workforce, reputational, client safety and program risks, and maintain documented mitigation strategies.
- Provide timely monthly and ad hoc reports to the CEO on performance, outcomes, risks, workforce matters, emerging issues and recommended actions.

New program development and growth

- Lead the identification, design and development of new community service programs aligned with demonstrated community need, funding opportunities





and Community Gateway's strategic priorities.

- Actively identify new funding streams, tenders, grants, commissioning opportunities and partnerships, and provide evidence-based recommendations to the CEO.
- Contribute to funding submissions, service models, program logic, budgets, implementation plans, staffing structures, outcome frameworks and evaluation approaches for new initiatives.
- Lead implementation and mobilisation of approved new programs, including recruitment, procedures, referral pathways, data systems, stakeholder engagement and service launch.
- Pilot and evaluate innovative approaches, using data and client feedback to determine effectiveness, scalability and sustainability.
- Ensure new program design is financially and operationally viable, compliant with funding requirements and integrated with existing Community Gateway services.
- Develop business cases and recommendations for new or expanded programs, including demand analysis, funding model, staffing, implementation risks, performance measures and sustainability considerations.

Partnerships, engagement and representation

- Develop and maintain positive collaborative relationships.
- Ensure relevant staff participate effectively in interagencies, communities of practice, service networks and sector forums.
- Represent Community Gateway positively and professionally in external meetings, consultations, partnership discussions and sector activities.

- Identify opportunities for collaboration, integrated service delivery and advocacy that strengthen client outcomes and Community Gateway's regional impact.
- Report significant external communication, partnership developments and sector issues to the CEO.

Quality improvement and evaluation

- Review program assessment, intake, referral, case management and service delivery protocols to support consistency, quality and effectiveness.
- Establish and monitor meaningful outcome measures and service indicators, including client experience and equity of access.
- Use quantitative and qualitative data to identify trends, service gaps and opportunities for improvement.
- Lead or support program evaluation, quality improvement projects and implementation of recommendations arising from audits, reviews or accreditation processes.
- Promote reflective, evidence-informed practice and champion constructive changes in program delivery, systems and culture.

Professional accountabilities

- Actively support Community Gateway's vision, strategic priorities, values and practice framework.
- Participate as a member of the Leadership Team, providing peer support and collaborating effectively across branches and programs.
- Contribute to organisation-wide planning, service review, performance planning, policy development and strategic initiatives.





COMMUNITY GATEWAY

- Participate in regular organisational supervision and relevant team, branch and all-staff meetings.
- Operate in accordance with Community Gateway policies and procedures and all relevant legal and regulatory frameworks.
- Promote a workplace free from discrimination, harassment and bullying, and support a culturally safe, inclusive and child-safe environment.
- Pursue ongoing professional development and maintain contemporary knowledge relevant to program management, service delivery, community services, funding and sector development.
- Perform other duties within the scope and classification of the position as directed by the CEO

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Community Gateway recognises the First Nations and Peoples of Australia, we acknowledge their continuing connection with land, waters and culture, and we offer respect to their Elders past and present. We support an Indigenous Voice to Parliament.