



Position	Head of Programs
Reports to	Executive Director
Location	Parramatta office
Status	30 hours per week – 4 days
Date written	April 2024
Positions Reporting (3)	Overseas Project Coordinator Refugee & Asylum Seeker Project Senior Coordinator Indigenous Project Coordinator

Organisational Context

Established in 2000, Mercy Works is a community development and relief organisation that is part of the vision and mission of the Sisters of Mercy of Australia and Papua New Guinea.

Our **Vision** – Mercy – Walking Together. Changing Lives. Our **Mission** - We are a community development organisation in the tradition of Catherine McAuley. We work in partnership with local community organisations to support the most vulnerable both within Australia, and elsewhere in the Asia Pacific region, with a particular focus on women and children. Our programs strive to build capacity and self-reliance and to foster environmental sustainability. The **Values** which underpin the organisation are mutuality, integrity, compassion and justice.

Primary Purpose

The Head of Programs is responsible for leading and overseeing the domestic and international programs to realise the vision of Mercy Works. The role entails close collaboration with the Executive Director and key stakeholders to understand and address the organisation's development and support needs.

Accountabilities

- Provide leadership to ensure the development and implementation of strategic plans for all projects in line with Mercy Works vision.
- Provide leadership and oversee the development, implementation, monitoring and evaluation of programs and partnerships, to ensure lasting development change is achieved and Mercy Works vision is realised.
- Provide clear communication of performance standards and expectations and manage performance and skill development to foster and maintain competent, motivated and committed teams and individuals.
- Ensure the development of productive relationships built on communication and trust.
- In collaboration with Program Coordinators, identify opportunities to develop new program offerings and to enhance the effectiveness and quality of existing programs.
- Lead and manage the reporting to Mercy Works Leadership and the Board on program outcomes and budgets.
- Contribute to increasing the profile of Mercy Works and building awareness of projects for marketing, communications and fundraising purposes.
- Create a safe, productive and harmonious working environment by complying with relevant guidelines, policies, procedures and legislative requirements including Child Safeguarding policies and procedures.
- Actively contribute to a workplace and team culture that encourages and supports collaboration and the provision of caring and quality services.

- Contribute to Mercy Works' performance by demonstrating professional conduct, utilizing knowledge and skills effectively, and modelling Mercy mission and values.
- Undertake any other duties, projects or tasks as directed by the Executive Director, which are within their skills, competence and training.

Essential Criteria

1. Degree qualification in international community development or related discipline, or substantial contemporary experience with ongoing professional development.
2. Demonstrated experience in managing a team, preferably in an international development organisation and at least 5 years' experience in a management role.
3. Contemporary knowledge and experience in designing and overseeing domestic and overseas programs with local staff and partner organisations.
4. Demonstrated strong understanding of good practice standards and compliance requirements of bodies such as DFAT and ACFID.
5. Successful experience in developing strategic partnerships with culturally diverse groups.
6. Demonstrated high-level written and verbal communication and negotiation skills in culturally diverse environments.
7. Proven ability to work in a cross-functional team environment and with staff based overseas.
8. Demonstrated sound understanding of and alignment with the Mercy mission and values.
9. Willingness and ability to travel domestically and overseas.

Desirable Criteria

1. Contemporary knowledge and experience in using content management systems

Other Essential Requirements

- The successful applicant will be required to complete and maintain a clear National Police Criminal History Check and Working with Children Check.
- A current Driver's License is required.

The position description should be applied in conjunction with other corporate documentation guiding decision-making, actions, and conduct.

I have read and understand the requirements and accountabilities of this position.

Name (please print)

Signature

Date