



Senior Manager Program Delivery Unit

Close Date: 11:59PM (AEDT)
Thursday 3 February 2022



Supporting women.
Defeating poverty.

Who is CARE Australia?

CARE Australia works to defeat global poverty by supporting women to create lasting change in their communities around the world. Our programs focus on women because we know that when one woman breaks free from poverty, she brings another four people with her — and that's a powerful multiplier.

We work in partnership with local community leaders to prepare for, respond to, and recover from humanitarian crises and shock. And we support people to determine their own futures by challenging unjust systems that keep people in poverty.

Our poverty-fighting programs work to provide equal opportunities for women that they have long been denied: the ability to earn an income, gain access to their fair share of resources, to lead and participate in decisions that affect their lives, and to be able to withstand the increasing impacts of climate disasters and other crises.

CARE Australia is one member of the global CARE Confederation, working with communities all over the world — every one of us tightly focused on where we can each best support local communities to defeat poverty and social inequality.

CARE launched at the end of World War II, distributing packages of food and essential items to people whose homes, jobs, and way of life had been destroyed by war. Those first-ever CARE Packages became a global name for providing hope and compassion to those who needed it regardless of their religion, ethnicity, gender, or beliefs.

- In 2019-20, CARE Australia assisted 2.4 million people directly across 25 countries, with revenue of \$69.9 million.
- We responded to eight emergencies across 22 countries, and 1.3 million people received humanitarian assistance.
- The global Confederation worked in 104 countries around the world, implementing 1,349 poverty-fighting development and humanitarian aid projects, reaching more than 92 million people directly and 433 million people indirectly.

Position Description

Title:	Senior Manager Program Delivery Unit
Classification:	Care Band 6
Department:	International Programs and Operations
Location:	Melbourne or Canberra
Position reports to:	Director, International Programs and Operations
Position Type:	Permanent, Full time

About CARE Australia

CARE Australia supports women around the globe to save lives, defeat poverty and achieve social justice. We work in partnership with local communities to provide equal opportunities for women that they have long been denied: the ability to earn an income, gain access to their fair share of resources, to lead and participate in decisions that affect their lives, and to be able to withstand the increasing impacts of climate disasters and other crises.

About the Department

The International Programs and Operations Department (IPO) exists to support locally led action in pursuit of a world of hope, inclusion and social justice, where poverty has been overcome and all people live in dignity and security. We work in partnership with local social justice actors across the Asia Pacific region and the Middle East to pursue gender, economic and climate justice.

We contribute to CARE's global mission of saving lives, defeating poverty and achieving social justice through a focus on four specific areas. We promote **quality** by supporting local social justice actors to deliver impactful development and humanitarian projects. We strive to improve the **effectiveness** of programs by constantly challenging the status quo and asking 'could that have been done better?'. We seek to **develop programs** and new ways of achieving change that draws on diverse knowledge and practices. And we seek to **mobilise resources** through securing funding and building partnerships and networks.

About the Team

The program delivery unit (PDU) works in collaboration with the other teams within the department as well as across the organisation and confederation.

The unit is responsible for providing oversight to the CARE Australia program portfolio, supporting partners to effectively manage the project cycle and deliver high quality projects on time, to budget and which meet donor contractual requirements. For Australian funded projects the PDU monitors performance and compliance across the project management cycle and engages in active risk management, supporting partners to take appropriate action to remedy or address performance issues and manage risk.

Across the contractual period of the project management cycle the PDU ensures partners have the capabilities to comply with policy and contractual requirements.

The PDU also ensures the organisational and donor policy framework translates into practice at the project level, undertaking roll-outs, providing advisory support and capturing evidence that expectations are being met. Because of the level of engagement at the project level the PDU leads on maintaining operational relationships with DFAT staff in Australia as well as managing contractors managing funding mechanisms from Australia (e.g Australian Humanitarian Partnership - AHP - Support Unit).

The PDU leads on supporting CARE country teams and local actors respond to humanitarian crises and to work across the disaster risk management cycle. The team leads on external representation regarding humanitarian response and advocacy (e.g HRG) and acts as focal points for country offices responding to emergencies. They undertake situation monitoring and share information across the organisation when appropriate. The PDU leads AHP activations and coordinates the emergency appeals mechanisms, as well as managing, deploying and replenishing the prepositioned stocks in the Brisbane warehouse.

About the Role

The Senior Manager PDU works within the International Programs Management Team. The team works together to deliver on the programmatic strategy and operational priorities of the organisation. This involves achieving impact across three domains of gender justice, climate justice and economic justice. The team focuses on reflecting the following behaviours:

Leadership – this means we will be visionary and focused on the future. We will work to understand the contexts we operate in and the colleagues we work alongside. We will

focus our efforts on achieving excellence in the right areas (which will mean saying no to work in other areas)

Integrity – this means we will focus on ‘doing the right thing by the mission’ and we will judge (and also be judged) against this

Collaboration – this means we will support each other's agendas/ goals and will be open to sharing problems, presenting initial ideas and working together to find solutions.

CARE managers exemplify our commitment to the prevention of sexual harassment, exploitation and abuse, and the protection of children in our work. CARE managers are role models for their team, and consistently demonstrate our values of Courage, Ambition, Respect and Equality.

Key Responsibilities

The key responsibilities of the role include:

- Build, lead and manage a multidisciplinary team responsible for the effective implementation of CARE Australia’s development and humanitarian programs
- Develop a culture focused on delivering high quality programs in CARE’s strategic priority areas of Gender Justice, Economic Justice and Climate Justice
- Using a risk management approach, ensure resources within the team are appropriately allocated, and/or additional resources are obtained to ensure Australian-funded projects are delivered by CARE Country Offices and local actors on time, on budget and to relevant quality standards
- Develop or strengthen systems that identify risks in Australian-funded projects, and procedures to escalate and resolve challenges in their implementation
- Play a lead role in ensuring CARE Australia meets expectations for DFAT re-accreditation and ACFID self assessment
- Lead CA’s senior level program related negotiation and engagement with key external stakeholders especially DFAT Humanitarian Support Unit, DHA, Managing Contractors, UN agencies and ACFID in order to identify opportunities to influence policy, promote innovation and facilitate cooperation
- Working collaboratively with the Business Development Unit, lead on or contribute to the overall process of securing program funding from the Australian Government and other institutional donors
- Represent and contribute on behalf of CA to CARE International’s program strategy and policy development through global platforms
- Actively contribute to organisation-wide quality improvement, systems strengthening and strategic development
- International and domestic travel as required

Selection Criteria

- Significant experience implementing programs in humanitarian and development contexts with knowledge of program and project management cycles
- An understanding of Australian Government development and humanitarian program culture, systems and procedures
- A thorough understanding and experience of developing and implementing development and humanitarian programs within the “humanitarian / development nexus” especially in the Pacific and Asia (experience in the Middle East will also be valued)
- A thorough understanding the changing role of INGOs in the global architecture and experience of programming effectively with and through local/national partners and a clearly articulated commitment to the ‘localisation’ agenda
- An understanding of gender justice and gender sensitive approaches within programs and program leadership
- Demonstrated ability to effectively and efficiently support a team of coordinators to manage a large and diverse portfolio of projects
- Proven leadership ability and personal attributes of a high order including, strong initiative and drive, a record of achievement, and strong people management and team building skills
- Strong written and verbal communication skills with the ability to represent CA’s program work articulately in internal and external forums
- A commitment to the protection of children and the prevention of sexual harassment, exploitation and abuse
- Knowledge or experience in either climate justice or women’s economic justice programming (desirable)

Approved

Director International Programs and Operations

October 2021

CARE Australia Terms and Conditions for Australian-based staff

Title: Senior Manager Program Delivery Unit
Department: International Programs and Operations
Location: Melbourne or Canberra
Salary Range: CARE Band 6 (\$99,440 - \$107,780)

\$99,440 Base Salary (includes a Fringe Benefits component of \$15,899)
\$9,944 10% Superannuation
\$109,384 Total Package

Salary packaging

We offer salary packaging options to all Australian-based employees.

Salary packaging can reduce your income tax by allowing you to pay for certain expenses with pre-tax dollars. You have the option to salary package your mortgage, rent, rates, loans, school fees, and more.

This packaging arrangement means the base salary has a higher overall commercial value. To understand how this could impact on you, you may wish to seek independent financial advice. Full details will be given to short-listed candidates if requested.

Employment details: This full-time, permanent job is subject to three months' probation. All entitlements are set out in the CA Contract of Employment. Full employment conditions are set out in the CA Human Resource Policy Manual.

Working Hours: All full-time employees work 37.5 hours per week. Each full-time employee is expected to work 7.5 hours during the course of a working day.

Please Note: CA's salary structure is based on eight Bands and five salary points within each band. It is usual for people commencing with CA to be placed on Point One of the relevant band with further progression through the bands related to the ongoing performance appraisal process. The Salary Package listed in this document is Point One for the relevant salary band.

Additional information and how to apply

To apply:

To apply for a job with CARE Australia, please review the Candidate Information Pack and complete the online application form linked to the relevant vacancy on our careers page (<https://careaustralia.connxcareers.com>).

Please ensure you attach your CV and cover letter at the bottom of our application form before clicking 'Apply Now'. Once you have submitted your application you will receive an automatic confirmation of receipt.

Applications close: 11:59 pm Australian Eastern Daylight Time, Thursday 3 February 2022.

Before submitting your application, please ensure you can answer 'yes' to the following:

1. Have you thoroughly reviewed the candidate information pack, including the terms and conditions for the role?
2. Have you completed the online application form?
3. Have you uploaded your cover letter and CV, including your response to the selection criteria?
4. Is your application succinct and informative?

Questions about the role?

Please contact David Sims on david.sims@care.org.au (please do **not** email applications to this address).

Right to work in Australia for international applicants

CA is not in a position to sponsor Australian working visas. In applying for an Australian-based position you will be expected to already have a valid Australian work permit (permanent residency or applicable work visa). Information on Australian visas and working entitlements are available from the Australian Government Department of Home Affairs.

Child Protection and Protection from Sexual Harassment, Exploitation and Abuse

We are committed to each other and to the protection of the people we serve. We do not tolerate sexual misconduct within or external to our organisation, and we embed child protection in all we do. Child protection and protection from sexual harassment, exploitation and abuse, are fundamental to our relationships, including employment, and our recruitment practices are designed to ensure we only recruit people who are suitable to work with other staff and the people we serve. As well as pre-employment checks including police checks and background checks, we will use the recruitment and reference process to ensure potential new staff understand and are aligned with these expectations.

CA will seek information from a job applicant's previous employer about the applicant's suitability for the role. Any allegations relating to sexual exploitation, sexual abuse and/or sexual harassment and/or child abuse, which may or may not have been proven against the applicant, will be relevant information.

By submitting an application, the job applicant confirms that s/he has no objection to CA requesting the information specified above.

To find out more, please contact the Manager - Human Resources.

Gender, diversity and inclusion

CA respects and values diversity, and does not discriminate on the basis of race, gender, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational practices and in the programs we deliver. This commitment is reflected in all of our processes and policies, including recruitment and selection.

Our selection decisions embody transparency and fairness from the outset of a recruitment process through to the selection decision. This is demonstrated through advertising roles as broadly as possible and basing the selection of the successful applicant on merit. We endeavour to mitigate any potential bias in our selection committee shortlisting processes by ensuring all selection committees are gender balanced and independent.

To ensure all candidates can compete on an equal basis in the application and interview process, CARE will provide reasonable accommodations for assistance where requested. If

you have any requirements that need to be considered as part of your application process, please do not hesitate to let us know.

The recruitment process and expected timeframes

CA appreciates the time and effort taken to apply for a position with us. We are committed to ensuring all recruitment processes are fair, efficient and transparent and we are committed to equal opportunity and diversity in the workplace. Below is some information on how our recruitment processes generally work and expected timeframes:

- All vacant positions are advertised on our website;
- Unless otherwise stated, roles are advertised for a minimum of 2 weeks;
- We aim to complete the short-listing process within 2-4 weeks following the close date of applications;
- Selection committee interviews are held for a select number of candidates either face-to-face or via the telephone, ideally within a month following the application close date;
- Additional background checks may be required prior to the interview such as Right to Work and Working Visas;
- Referee checking of the preferred candidates happens in the week following interviews. Referees will not be contacted without prior permission; and
- An Offer of Employment will ideally be made within a week of interviews.

Tips on how to prepare your application

Your application is the first step towards a rewarding career with CA and our first impression of you. Therefore, it is important that you give yourself the strongest opportunity to succeed right from the beginning.

To improve your chances of selection we recommended that you:

- Thoroughly research CA, including our organisational goals, values, mission and vision;
- Carefully read the Position Description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications;
- Carefully read the Terms and Conditions and check whether you are eligible to apply, and that the salary and entitlements match your expectations; and
- If you wish to discuss the position, the selection process and the work environment, please phone the contact officer outlined in the candidate information pack.

To ensure an informed assessment of your suitability and claims for the position is conducted it is recommended that you complete all parts in the application process.

Tips on how to prepare a CV

Your CV is one of the most useful tools in demonstrating your suitability for a role. When preparing your CV it is important to remember the following:

- Keep it simple and succinct, we recommend approximately 2-4 pages;
- List your relevant work experience in chronological order, starting from your current or most recent role;
- Do not just outline each position and employer, be sure to include your responsibilities and achievements in each position;
- Ensure relevant personal information is provided such as your name, contact number, address and email address as well as any period where you might be uncontactable;
- List your qualifications and the institute from which you received them;
- List at least 2 professional referees, their current role, contact details and their relationship with you. Friends and associates are not suitable as referees;
- Explain any gaps in your career (travel, having a family etc);
- Outline any relevant volunteering experience;
- Do not use abbreviations, slang or jargon; and
- There is no need to insert pictures or graphics, or attach any certificates or referee reports.

Why work for us?

CA is one of Australia's largest international aid and development agencies. By working for CA, you will make a direct contribution to the ongoing fight to address global poverty. As an organisation that pursues best practice in the work we do, we seek to support our staff through offering a comprehensive package of salary and benefits to complement and enhance your work with us.

Here is a brief list of some of the benefits available to CA staff. Note that outside of Australia, some benefits may vary from country to country to take into account local needs and differences.

Workplace diversity and flexibility

As part of our commitment to Gender Equity and Diversity, we recognise that our staff may need the flexibility to manage their life outside of the office. At CA, we have a range of creative solutions that may be negotiated where possible, on a case-by-case basis, to help you balance work with life. Examples include alternative or reduced hours or job-sharing arrangements.

Performance management

Our performance management framework helps you work closely with your manager to plan, manage, review and give feedback about your performance throughout the year, leading to a salary review based on your continuous improvement. Teamwork is part of our culture and we provide training to our staff and managers in communication and decision-making skills to ensure we remain engaged with the work we do.

Leave entitlements

CA employees have access to standard annual and personal leave and additional leave in recognition of long service. We have paid parental leave, and for eligible staff on overseas postings, we offer rest and rehabilitation leave and annual home leave in recognition of difficult working conditions.

Professional development

Our employees are amongst the best in their fields, and if an opportunity exists to help you continue to build your professional skills and prepare for future aspirations, our Professional Development opportunities will help you do just that. Ongoing staff who have been with us for longer than 12 months have the chance to apply for our Study Support scheme – helping you with reimbursements towards gaining a formal tertiary qualification.

Employee Assistance Program

Our company-paid Employee Assistance Program provides support to our staff and their immediate family members through a free counselling service where any work or personal issues can be discussed confidentially.

Please note, this represents just a small selection of the benefits available to CA staff and does not constitute a legally binding document. Entitlements and other development opportunities are often subject to a qualifying period.

Privacy Policy

Your privacy is important to CA. Please read this carefully as it describes how we handle your personal information.

CA is committed to protecting and securing the privacy and confidentiality of your personal information. If at any point you want to know more about our policy, or are worried about your own details, or have ideas on how we can improve our practices, please let us know via jobs@care.org.au.

Importantly, CA is bound by the *Privacy Act 1998* (Cth) and the privacy provisions of other applicable legislation. In particular, CA must adhere to the *Australian Privacy Principles* in relation to collecting, holding, using, disclosing, securing and allowing access to your personal information.

We may revise this privacy policy from time to time by publishing a revised version on our website. That revised version takes effect from the time it is published.

Collection of personal information

CA collects and uses personal information about you in relation to your application for employment or volunteer/intern engagements with CA.

Your information is collected from you at the time you complete your application for employment or volunteer/intern engagement through our recruitment system. From time to time we may obtain personal information from third parties such as referee reports. When we do so, we will take reasonable steps to ensure that we make you aware of the collection of your information in accordance with Australian privacy law.

'Personal information' simply put is any information or opinion that can identify or be used to identify you.

During our recruitment process, CA may conduct some or all of the following pre-employment screening checks:

- Confirmation of qualification/education levels;
- Confirmation of previous employment;
- Criminal history/background checks;
- Health check; and
- Reference checks.

Why does CA collect this information?

- To determine your suitability for employment or volunteer/intern engagement.
- So we can complete all the necessary steps in preparing you for your employment or volunteer/intern engagement should you be successful.
- So we can contact you about your current application or future employment or volunteer/intern opportunity.

Disclosure of personal information

The information you provide us with will be disclosed to the CA HR Branch and selection committee members directly involved with the recruitment process.

How CA stores your personal information

Your information will be stored by our e-recruitment provider in the cloud on services located in Australia. We require this third party provider, through our agreements with them, to comply with our security guidelines and privacy laws.

Access to personal information outside Australia

We are an international organisation with internal information sharing between our country offices. This means that it is possible your personal information may be shared with our offices based outside Australia if selection committee members are based overseas.

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care.org.au

