

**Adult Migrant English Program (AMEP) Manager
Position Description
August 2026**

Title:	Adult Migrant English Program (AMEP) Manager
Classification:	Manager Grade 1 Level A to Manager Grade 2 Level C (According to award) depending on experience
Salary:	\$97,367.09 to \$110,221.11 plus superannuation of 12% per annum for a full time position (According to Djerriwarrh's internal scale). Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.
Status:	Full time, 2 year fixed term contract
Award:	Labour Market Assistance Industry Award 2020

ORGANISATIONAL CONTEXT

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's purpose is 'to support people and communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House
- Melton Suburban University Study Hub

Youth services including:

- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Parent Pathways

DJERRIWARRH'S VALUES

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

As leaders within Djerriwarrh, managers play a critical role in upholding and advancing our Quality Management System (QMS), which is aligned with ISO 9001:2015. Managers are responsible for embedding quality principles into daily operations, ensuring compliance with organisational policies and procedures, and fostering a culture of continuous improvement. This includes supporting staff to meet quality standards, identifying opportunities for innovation, and contributing to the strategic development of the QMS to enhance service delivery and organisational performance.

POSITION OBJECTIVES

Djerriwarrh, trading as Learning for Employment (LfE), contracted by the Federal Department of Home Affairs delivers the Adult Migrant English Program (AMEP) across Western Melbourne, Barwon and Ballarat Contract Regions.

Learning for Employment (LfE) comprises of six community education Learn Local providers. Established in 2001 LfE has delivered SEE since 2002 and the AMEP since 2017. LfE members include Djerriwarrh (contract holder), CommUnity Plus, Laverton Community Integrated Services, Opendoor, Wyndham Community and Education Centre and Yarraville Community Centre.

The AMEP Manager is responsible for Djerriwarrh's delivery of the AMEP in Sunshine, Melton and Ballarat. The position is based in Sunshine and includes travel to sites in Melton and Ballarat.

The AMEP Manager leads a team which includes Teachers, Team Leaders, Coordinators, Pathway Counsellors and Administrators to deliver AMEP training at Djerriwarrh sites including Sunshine, Melton and Ballarat.

The AMEP Manager works collaboratively with the SEE Manager and with the Quality & Compliance Manager to ensure courses delivered are meeting the requirements of the relevant contracts, the AQTF and VRQA.

The AMEP Manager meets with the Senior Manager SEE & AMEP on a regular basis to review the current performance of each activity against set targets within their scope of responsibility.

The AMEP Manager participates with the Chief Executive Officer, the Senior Manager SEE & AMEP and other staff in positions of responsibility in monthly Leadership Team meetings and monthly compliance meetings.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

Business development

- Developing new business for the teams' programs and services including leading/participating in tenders and applications

Managing programs

- Responsible for maintaining relevant and up-to-date skills, knowledge and experience of programs and services delivered within the team. This includes:
 - AMEP
 - AQTF and VRQA compliance
- Keeping up to date with contract variations, trends and developments in government policies and directions
- Monitoring key performance indicators of programs as outlined in contracts and the operations plan
- Participating in Djerriwarrh compliance meetings

Managing risk and compliance

- Ensuring compliance with AQTF and VRQA Standards
- Ensuring compliance with Memorandums of Understanding (MOU) for consortiums or partnerships where applicable

MANAGEMENT DUTIES & RESPONSIBILITIES

Human resources

Managing team members including:

- Staff recruitment and onboarding:
 - Position Descriptions accurately reflect the duties and responsibilities of the role
 - Ensuring all staff are recruited on merit
 - References are checked
 - Ensuring the recruitment and onboarding process is completed according to Djerriwarrh's policies and procedures
- Performance management and reviews
- Contributing to the training and development of team members
- Coaching and mentoring staff to ensure optimum program performance
- Ensuring staff act ethically at all times and uphold Djerriwarrh's values

Finance

Monitor financial performance of the programs within scope of responsibility including:

- Monitoring and/or overseeing the performance of the programs within the team against budget
- Meeting individual program's revenue targets
- Understanding and controlling individual program expenses
- Actively participating in leadership team financial meetings

Risk and compliance

- Ensuring appropriate WHS practices
- Responsible for identifying, managing, and mitigating psychosocial hazards
- Regularly reviewing and improving internal systems including relevant data management systems
- Ensuring compliance with Djerriwarrh policies and procedures
- Ensuring compliance with relevant contracts and associated guidelines
- Participating in and assist with audits as required

Strategy and planning

Supporting and advising the Chief Executive Officer (CEO) and Board (if and when appropriate) by:

- Taking an active role in developing and implementing the team operational plan, in line with Djerriwarrh's strategic direction
- Assisting with on-going strategy development
- Participating in manager/leadership team meetings
- Assisting with other issues/matters as required

CONDITIONS OF EMPLOYMENT

The AMEP Manager is a full-time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$97,367.09 to \$110,221.11 plus superannuation. This position may access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, and requirements.

Site flexibility

This role will be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Drivers licence

A current driver's licence is required.

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA

Mandatory:

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| KSC 1: | Demonstrated experience in effectively managing projects and programs related to education and training. |
| KSC 2: | Demonstrated experience in keeping up to date with government policy and direction in training and education. |
| KSC 3: | High level interpersonal and communication skills inclusive of oral and written, negotiation, networking and facilitation. |
| KSC 4: | Experience in effectively managing, supporting and developing staff. |
| KSC 5: | Demonstrated experience in managing the financial performance of a program. |
| KSC 6: | Demonstrated experience in managing risk and compliance. |
| KSC 7: | Knowledge of language, literacy and numeracy education and relevant English as an Additional Language (EAL) curriculum, AQTF and VRQA requirements. |

QUALIFICATIONS/SPECIAL REQUIREMENTS

- Relevant tertiary level qualification in education/related field.
- A commitment to Equal Opportunity and Workplace Health and Safety principles and practices.
- Commitment to continuous improvement and customer focussed quality service delivery.
- Knowledge and understanding of AMEP advantageous.

REPORTS TO

Senior Manager AMEP & SEE

SUPERVISES

Team Leaders (Sunshine, Melton, Ballarat) and AMEP & SEE Administration Coordinator

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - *Racial Discrimination Act 1975*
 - *Sex Discrimination Act 1984*
 - *Disability Discrimination Act 1992*
 - *Disability Act 2006*
 - *Equal Opportunity Act 2010*
 - *Charter of Human Rights and Responsibilities Act 2006*
- Services are conducted in compliance with relevant sections of the:
 - *Privacy Act 1988*
 - *Freedom of Information Act 1982*
- Djerriwarrh is a child safe organisation and complies with:
 - *Child Wellbeing and Safety Act 2005*
 - *Worker Screening Act 2020*
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.

Declaration

My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee	Name:	Signature:	___/___/___
Manager	Name:	Signature:	___/___/___