Djerriwarrh
Community & Education Services

Regional Manager Parent Pathways
Position Description
November 2026

Title:	Regional Manager Parent Pathways (Ballarat & Barwon)
Classification:	Manager Grade 1 Level A to D (According to award)
Salary:	$97,367.09 to $103,118.65 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, fixed term contract to 31 October 2027
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

The Regional Manager Parent Pathways (Ballarat & Barwon) is responsible for the operational leadership, performance, compliance and continuous improvement of Parent Pathways services across the Ballarat and Barwon regions.

The role leads geographically dispersed teams to deliver high-quality, participant-centred services that support parents and carers to identify their strengths, develop and achieve their goals, access education, training and employment opportunities, and connect with local community supports. Parent Pathways is a voluntary service designed to provide flexible, strengths-based support tailored to the unique circumstances and caring responsibilities of each participant.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

Leadership and people management

- Provide leadership, coaching and support to Parent Pathways Site Leaders, Mentors and administration staff across Ballarat and Barwon.
- Foster a high-performing, collaborative and inclusive workplace culture consistent with Djerriwarrh's values.
- Lead, mentor and develop staff through regular supervision, coaching and professional development opportunities.
- Effectively manage complex people matters, workplace issues and challenging team dynamics whilst maintaining a safe, respectful and psychologically safe working environment.
- Support employee wellbeing and promote a positive and supportive workplace culture where staff feel valued and empowered.
- Manage staff performance, including performance reviews, development plans and performance improvement processes where required.

Program performance and contract management

- Ensure Parent Pathways services are delivered in accordance with the Parent Pathways Deed, Operational Guidelines, departmental requirements and organisational policies.
- Monitor and drive regional performance against contractual Key Performance Indicators (KPIs), service standards and organisational targets.
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- Ensure participants receive a high-quality, strengths-based service experience that aligns with Parent Pathways program objectives.
- Support implementation of new program initiatives, operational changes and contract variations.

Operational Management

- Provide oversight of all Parent Pathways sites, outreach services and regional operations.
- Ensure staffing resources are effectively allocated to meet service delivery requirements.
- Support workforce planning, recruitment, onboarding and retention strategies.
- Ensure compliance with privacy, records management, child safety, WHS and information security requirements.
- Promote best practice approaches to participant-centred service delivery.
- Ensuring compliance with Djerriwarrh policies and procedures.
- Participating in manager/leadership team meetings.
- Assisting with other issues/matters as required by the Program Manager and/or Senior Management.

Reporting, data and performance analysis

- Maintain accurate and timely reporting on regional performance outcomes.
- Monitor contractual performance and participant outcomes using departmental and internal reporting systems.
- Use data-driven decision-making to improve service delivery and operational outcomes.

Stakeholder engagement and community partnerships

- Build and maintain effective relationships with departmental representatives, community organisations, training providers, employment services providers and referral partners.
- Identify opportunities to strengthen participant referral pathways and support networks.
- Promote the Parent Pathways program throughout the region to maximise community awareness and participation.

CONDITIONS OF EMPLOYMENT

The Regional Manager Parent Pathways position is a full time, fixed term contract to 31 October 2027.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of $97,367.09 to $103,118.65 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

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's Parent Pathways program is delivered across 17 sites located in the Ballarat and Barwon regions and the Regional Manager role will involve travel between these regions and sites.

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:

KSC 1: **Leadership and management**

Demonstrated leadership and management experience leading high-performing teams within employment services, community services, workforce participation, education, training or related human services sectors.

Proven ability to motivate, coach and develop teams whilst fostering a positive, accountable and outcome-focused workplace culture.

KSC 2: **Managing challenging team dynamics**

Demonstrated experience successfully managing challenging team dynamics, workplace conflict, change management processes and complex people matters.

Proven ability to build and maintain a safe, respectful, inclusive and psychologically safe work environment that supports staff wellbeing and engagement.

KSC 3: **Program delivery, compliance and performance**

Demonstrated experience managing government-funded programs, contractual requirements, operational guidelines, compliance obligations and performance frameworks.

Strong understanding of quality assurance, continuous improvement and audit processes.

KSC 4: **Data analysis, reporting and performance management**

Demonstrated experience monitoring, analysing and reporting against contractual Key Performance Indicators (KPIs), service standards and organisational targets.

Ability to interpret complex performance data and utilise insights to improve program outcomes and operational effectiveness.

KSC 5: **Advanced administration and technology skills**

Highly developed administrative, organisational and time-management skills.

Advanced proficiency in:

- Microsoft Excel (including reporting, data analysis, formulas and performance tracking)
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- CRM and participant management systems
- Data management and reporting platforms

Demonstrated ability to prepare high-quality reports, dashboards, presentations and management information.

QUALIFICATIONS/SPECIAL REQUIREMENTS

Essential:

- Minimum bachelor’s degree (or equivalent tertiary qualification) in Community Services, Social Work, Human Services, Psychology, Education, Employment Services, Business Management or a related discipline.
- Minimum three years' experience in a management or leadership role within employment services, community services, education, training or a related sector.
- Current Victorian Driver Licence.
- Current Working with Children Check.
- Nationally Coordinated Criminal History Check.

Desirable:

- Experience managing Australian Government employment services contracts.
- Experience within Parent Pathways, Workforce Australia, Disability programs, ParentsNext, Jobs Victoria or similar programs, employment and related programs.
- Qualifications in leadership, management or project management.
- Experience leading multi-site service delivery teams.

REPORTS TO

Parent Pathways Program Manager

SUPERVISES

Site Leaders/Coordinators and Parent Mentors across Ballarat and Barwon regions.

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:	___/___/___