# POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Program Manager – Social Science</th>
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<tbody>
<tr>
<td>Position No</td>
<td>16109</td>
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<tr>
<td>Faculty</td>
<td>Health Science, Community Studies &amp; Education</td>
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<tr>
<td>Classification</td>
<td>Senior Educator 1 (SE1)</td>
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<tr>
<td>Salary Range</td>
<td>$77,289 p.a.</td>
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<tr>
<td>Prepared By</td>
<td>Centre Management Team</td>
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<tr>
<td>Date</td>
<td>February 2010</td>
</tr>
<tr>
<td>Reference No</td>
<td>11/310</td>
</tr>
<tr>
<td>Approved By</td>
<td>Associate Director, Human Resources</td>
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<tr>
<th>Primary Objectives of Position</th>
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<tr>
<td>1. The Program Manager in the Faculty of Health Science, Community Studies &amp; Education is responsible for:</td>
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<td>- Effectively managing a range of allocated courses with regard to curriculum development, delivery, resource organisation and evaluation to ensure that service targets are achieved in a context of continuous improvement and optimum client satisfaction.</td>
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<td>- Providing support to the Teaching Centre Manager in relation to the leadership and day-to-day management of teaching staff.</td>
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<td>- Develop and implement appropriate teaching, learning and assessment strategies to ensure optimum student learning outcomes are achieved.</td>
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<tr>
<td>- Actively contributing to the overall growth and development of the Faculty of Health Science, Community Studies &amp; Education in line with the Holmesglen and Centre strategic plans.</td>
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| Manager/Supervisor        | Teaching Centre Manager          |

| Role of Position          | To provide direct support to the Teaching Centre Manager through the leadership and management of allocated course areas and staff; and through actively contributing to |
the growth and development of the Centre.

Role Of Subordinates (Where Applicable)

Course Coordinators within allocated program areas.
Teachers within allocated program areas.

Internal Communication Requirements

- Prospective and existing students
- Teaching staff
- Other Program Managers, Coordinators & Placement Officers
- Teaching Centre Manager
- Associate Director – Health, Human and Community Services
- Key personnel from Student Administration, Personnel and other departments across the Institute.
- Course moderation groups.

External Communication Requirements

- External agencies
- Parents and carers of students (where appropriate)
- Relevant industry bodies & key industry personnel
- Municipal councils
- Employers
- Relevant government agencies
- Community Services and Health Industry Training Board.

Specific Accountabilities

1. Provide effective coordination and administration of allocated courses within Health, Human and Community Services.
2. Effectively lead a team of Coordinators and teachers to ensure that service needs are met.
3. Establish and support effective communication mechanisms within the team.
4. Lead and participate in curriculum development and maintenance in allocated course areas to ensure that curriculum and teaching remains up-to-date and relevant to industry and student needs.
5. Implement appropriate teaching, learning and assessment strategies to ensure optimum student learning outcomes are achieved.
6. Ensure effective monitoring and evaluation of all allocated course areas in compliance with Holmesglen Management System procedures to facilitate continual improvement.
7. Provide course timetables to the Teaching Centre Manager, where requested.

8. Provide mentoring and support to Coordinators.

9. Provide guidance and support to Coordinators and teachers in the effective management of difficult student situations and refer appropriately to the Teaching Centre Manager as required.

10. Support the Teaching Centre Manager in conducting staff Performance Reviews for designated staff on an annual basis and assist in the development of work plans.

11. Participate in the recruitment, induction, orientation and mentoring of new staff.

12. Lead and participate in the student selection process as required.


14. Prepare employer, OTTE and Institute reports as required within designated timeframes.

15. Oversee the ‘resulting’ process within allocated course areas.

16. Monitor course enrolments and provide timely advice to the Teaching Centre Manager.

17. Assist the Teaching Centre Manager in the recruitment and maintenance of relevant Industry Reference Groups.

18. Liaise with industry contacts in order to facilitate effective and relevant vocational placements for students.

19. Oversee field placements (where relevant) through direct liaison with key personnel including Placement Officers, Coordinators, teachers, administrative staff and industry personnel.

20. Provide counselling and support to students in relation to course advice and course progress.

21. Identify and appropriately refer students requiring personal counselling support to the Student Counselling service.

22. Actively support the Centre in the planning, implementation and evaluation of marketing activities.

23. Assist the Teaching Centre Manager in the identification, development and implementation of value-adding fee-for-service activities.

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**Educational Qualifications**

**Minimum**
Bachelor Degree (or equivalent) or Diploma in relevant field.

**Diploma of VET**

**Preferred**
Tertiary qualification in teaching / education.
### Knowledge
- In-depth knowledge of at least one discipline within allocated area of responsibility.

### Desired
- Broad knowledge of applied teaching methodology.
- Knowledge of first-line management processes

### Experience
- Demonstrated effective management or coordination of at least one course within a post-secondary education institution.

### Desired
- Previous experience in the management of one large or several smaller course areas.

### Skills
- Proven ability to lead and manage teaching teams to ensure that desired service outcomes are achieved and team morale is maintained at a high level.
- High level interpersonal skills, including effective conflict resolution ability, with a commitment to the maintenance of confidentiality and adhering to appropriate Institute procedures.
- High level written communication skills.
- Ability to effectively review, develop, implement and evaluate curricula to ensure optimum learning outcomes.
- Ability to work effectively under time pressure in a busy environment, with competing agendas, to ensure service timelines are met.
- High level administrative abilities.
- Ability to adapt effectively to the changing needs of the Centre.

### Key Selection Criteria
1. Demonstrated ability to effectively coordinate the delivery of teaching programs.
2. Proven ability to lead and manage teaching teams to ensure that desired service outcomes are achieved and team morale is maintained at a high level.
3. Demonstrated ability to effectively lead and participate in the development of new educational courses in line with the strategic direction of the organisation.
4. High level interpersonal skills.
5. Ability to work effectively under time pressure in a busy environment, with competing agendas, to ensure service timelines and service target are achieved.
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<th>6. Ability to adapt effectively to the changing needs of an organisation.</th>
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<tr>
<td><strong>Location</strong></td>
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<td><strong>NOTE:</strong> The Incumbent may be required to perform his/her duties at any campus or location controlled by the Board or elsewhere as directed.</td>
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