Girl Guides Victoria POSITION DESCRIPTION

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| Position | Program and Support Services Manager (Guiding Services Manager) |
| Job type | Full-time |
| Reporting to | Chief Executive Officer |
| Appointed by | Chief Executive Officer |
| Date | February 2021 |

Girl Guides Victoria

Girl Guides Victoria (GGV) is part of the world wide movement of more than ten million Girl Guides and Girl Scouts operating in over 150 countries. We are progressive, non-political and courageous. Our purpose is to empower girls and young women to grow into confident, self-respecting and responsible community members.

Girl Guides is girl led. Each Girl Guide finds their own pathway through the opportunities available, participating in fun activities and new experiences to learn and grow. There’s something for every girl at Girl Guides – indoors, outdoors, local, national, international, badges, awards, camping, cooking, science, art, drama, canoeing – whatever you’re interested in you can develop your skills and share them with others at Girl Guides. The greatest reward is the sense of achievement found in doing your best. Find your passion, purpose and place at Girl Guides.

GGV is a volunteer led and managed organisation supported by a paid staff team that work from the Joyce Price Centre (JPC) and other locations around Victoria. The JPC team’s primary purpose is to support volunteers to deliver Girl Guides with girls and young women. This is achieved through the provision of expertise, leadership and services to volunteers. The JPC team's obligation is to ensure the good governance and compliance of GGV.

The organisation embraces girls and women from a diverse range of backgrounds, cultures, socio-economic groups and geographical areas and provides a supportive environment within which they can extend their personal boundaries. Organisational leadership at all levels is provided by skilled, dedicated and open-minded women.

POSITION REQUIREMENTS

Main duties

* **Build a Guiding Service Team** and provide ongoing mentoring and leadership over all aspects of the Guiding Service Team including working in consultation with the CEO, State Commissioner, and State Patrol
* **Develop and Implement a communication plan and reporting schedule** including to seek key decisions from relevant governance forums including GGV State Patrol, GGV Executive Committee and the Girl Guides Australia (**GGA**)
* **Support Girl Guides Victoria Leadership training, pilot programs, Guiding programs and State/National/International Events** that align to the Girl Guide method and Australia Guiding Program (**AGP**), World Association of Girl Guides and Girl Scouts (**WAGGGS**) leadership mindsets. This support should provide opportunities to magnify the voice of the Girl, demonstrate a strong commitment to inclusion and diversity and acknowledgement of the traditional owners of the lands upon which these events will be planned and held.
* **Support pilot programs, events and leadership Training** to ensure governance, risk and financial arrangements are concluded and a post event review is conducted to identify areas for potential improvement for future similar events
* **Achieve the integration of approved new initiatives** into the ongoing operations of Girl Guides Victoria
* **Management of Guiding Service team**, including all Human Resources related issues, as well training and development of team members, conduct the annual performance development process with each team member and participate in recruitment and selection of employees
* **Self-development**, including actively participate in the Annual Performance Development process, and observe and practice Girl Guides Victoria’s OHS and Quality policy, guidelines and procedures
* Other duties as required

Qualifications

* A degree in a related field with relevant experience, or an equivalent level of experience and expertise in an equivalent role.

Skills

* Excellent communication, influencing and negotiation skills to build consensus within teams, inspire staff and volunteers to support new initiatives, and turn controversial or sensitive situations into opportunities
* Financial skills to monitor the use of financial resources and make recommendations within area of responsibility. Able to provide expert and reliable advice on financial and resources matters and contribute to accurate planning, use and reporting of the Organisation’s resources
* Able to use the Organisation’s resources efficiently and in accordance with financial delegations policy.
* Ability to develop organisational knowledge to provide guidance and advice on the application of Girl Guide methods, procedures and approaches
* Collaboration skills to motivate and empower staff and volunteers, including building effective teams and resolving problems
* Customer Service skills to develop, implement and continuously improve customer service initiatives servicing a variety of stakeholders
* Judgement and analytical skills to make courageous decisions based on consultation, information and compliance that contribute to achieving GGV’s purpose and goals
* Teaching and learning skills in establishing systems and mechanisms to facilitate the development of best practice and knowledge management amongst staff and volunteer
* Outstanding level of understanding and experience with people and large team management and leading through complexity and conflict.

**Police Check & Working With Children Check**

An offer of employment is conditional upon the employee:

* passing a police check to Girl Guides Victoria’s satisfaction
* holding at all times a current Working With Children Check, completing Child Safe training, and being recommended by references who support the candidate’s attitudes and capacities to work in an organisation that serves children

**Child Safety**

Girl Guides Victoria is a Child Safe organisation and all employees and volunteers adhere to the Child Safe Framework, the Victorian Child Safe Standards and the Reportable Conduct Scheme. Girl Guides Victoria has zero tolerance for misconduct or abuse of children.

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| Employee signature |  |
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