



Position Description

**National Program Manager –  
Strength for Life Living Longer:  
Living Stronger**

# Position Description: **National Program Manager – Strength for Life Living Longer: Living Stronger**

General Details	
<b>Title:</b> National Program Manager – Strength for Life Living Longer: Living Stronger	<b>Classification:</b> Level 7.1
<b>Reports to:</b> Head - Programs & Business Development, COTA SA	<b>Industrial:</b> Social Community, Homecare and Disability Services Industry Award
<b>Program/Unit:</b> Programs	<b>Location:</b> COTA SA, 16 Hutt Street, Adelaide

## Role Purpose

This 1.0FTE role has as its key focus to manage all aspects of the national roll out of the Strength for Life Living Longer Living Stronger program in collaboration with:

- COTA A as the funding contract Manager
- COTA WA as the lead partner organisation responsible for development of marketing for the program
- All other COTA's involved in the program
- Key stakeholders, including older Australians

Function	Key Responsibilities
<b>Program Management</b>	<p>Responsible for managing all aspects of the program ensuring the integrity, consistency and overall delivery of all aspects of the program:</p> <ul style="list-style-type: none"> <li>- Develop and define a national roll out plan for the program and implement plan to deliver the contracted service agreement</li> <li>- Provide leadership and support to other paid staff from participating COTAs to ensure a consistent approach and methodology</li> <li>- Ensure the program is appropriately monitored to meet the agreed KPI's, quality standards and targets</li> <li>- Ensure that appropriate data is collected and provide required performance reports</li> <li>- Ensure ongoing program evaluation takes place and informs continuous quality improvement</li> <li>- Represent the program on key internal and external committees</li> </ul>
<b>Stakeholder Engagement</b>	<p>Responsible for ensuring that the program has a customer centred approach which informs and shapes all aspects of the program to maximise participation and customer satisfaction.</p> <p>Identify, build and sustain strategic relationships with a range of key stakeholders in the fitness industry, the ageing/aged care sector, health funds, public health bodies etc.</p> <p>Represent the program on a national basis to assist in the awareness and growth</p>
<b>National Training Program</b>	<p>Responsible for the development of a national training program including for fitness instructors:</p> <ul style="list-style-type: none"> <li>- Development of a national training program and manual with clear expectations of competency, training standards and appropriate instructor qualifications</li> <li>- Ensuring a quality assurance methodology is applied to the training</li> <li>- Explore the opportunity for e-learning and online accreditation as an approach</li> <li>- Establish an effective working relationship with workers delivering the program</li> <li>- Establish mechanisms to enable qualified trainers to engage in continuous improvement and provide feedback on the delivery of the program</li> </ul>
<b>Self-Management and Development</b>	<p>Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience and knowledge.</p> <p>Display professional personal presentation and leadership.</p> <p>Undertake relevant personal and technical skills development as relevant to the position.</p>

	Role model a positive and proactive results focused 'can do' attitude and behaviour. Develop and foster positive partnerships across the organisation to improve and support outcomes.
<b>Team Work/Customer Service</b>	Work and contribute to a successful team environment. Contribute to the team achievement of defined service standards. Undertake duties and responsibilities that will positively contribute to COTA SA's vision and profile. Deliver high-level customer service to internal and external customers.

Selection Criteria		
	Essential	Desirable
<b>Training/Qualifications</b>		Tertiary qualifications in health and/or fitness or related discipline
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>- Experience in management of a program involving dispersed delivery</li> <li>- Thorough understanding of the fitness industry and the wellbeing sector</li> <li>- Experience in writing submissions, tenders and reports to funders</li> <li>- Experience in developing &amp; monitoring program outcomes, budgets, and in managing risks</li> <li>- Knowledge of community networks, peak bodies, business linkages and resources and a proven ability to build constructive relationships and work in partnership</li> </ul>	Understanding ageing and in particular the importance of strength and balance programs in relation to retaining independence and wellbeing
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>- Exceptional communication skills, both orally and written, with training, presentation &amp; facilitation experience</li> <li>- High level skills in stakeholder engagement and relationship management</li> <li>- Significant leadership and team building skills, including the ability to enthuse, motivate and support others</li> <li>- High-level organisational and interpersonal skills.</li> <li>- Proven ability to work with limited supervision and manage own workload day to day while handling competing priorities and deadlines</li> <li>- A strong and ethical customer service approach.</li> <li>- Strong administrative, self-management and organisational skills</li> <li>- Excellent negotiation, problem solving and conflict resolution skills</li> <li>- Demonstrated ability to generate solutions in a timely manner</li> <li>- Demonstrated ability to understand and utilise data</li> <li>- Demonstrated ability to consult with others and gather support for solutions</li> <li>- Sound knowledge and application of the MS Office suite of applications</li> </ul>	
<b>Licenses/Certificates</b>	Maintenance of a full, unrestricted Driver's Licence	

### Special Conditions

- Duties of the position may vary according to business needs.
- Interstate and intrastate will be required.
- There may be a requirement to work outside of normal business hours.

**Supervisor Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_