Position Description

Position Title:	Senior Manager, People and Programs
Employment Type:	Permanent full-time
Hours of Work:	1.0 FTE
Classification Level:	SCHADS Award Level 7.1, with above-award remuneration
Reports to:	Chief Executive Officer
Direct Reports:	Program and project staff as allocated by the CEO
Location:	Hobart, Tasmania; intrastate and interstate travel as required

About the Mental Health Council of Tasmania

The Mental Health Council of Tasmania (MHCT) is the peak body representing the mental health and wellbeing needs of Tasmanians and the community organisations that support them. We advocate for a mental health system that meets people's needs, advance good mental health and wellbeing for all Tasmanians, and strengthen a thriving community-managed mental health and wellbeing sector.

MHCT works with members, government, people with lived and living experience, service providers, and communities to improve policy, systems, and practical supports across Tasmania.

Position Summary

The Senior Manager, People and Programs is a senior leadership role that provides operational leadership across MHCT's program portfolio and workforce. Working closely with the CEO, the role translates strategic direction into clear plans, accountable delivery, and practical organisational systems.

The position oversees program planning, budgets, contracts, risks, reporting, and evaluation; leads and develops staff; and strengthens the systems and culture required for high-quality delivery. As second-in-command to the CEO, the Senior Manager People and Programs provides trusted advice, supports organisation-wide decision-making and deputises for the CEO when required.

Key Relationships

- Chief Executive Officer and MHCT leadership team
- MHCT staff and Board
- People with lived and living experience, peer workforce representatives, MHCT members and community stakeholders
- Funders, contractors, consultants, and service providers

- Tasmanian Government agencies
- Primary Health Tasmania, community-managed mental health organisations and other sector partners

Duties and Responsibilities

Program Leadership and Delivery

- Lead the planning, implementation, monitoring, and evaluation of MHCT programs and projects, ensuring alignment with the Strategic Plan, funding agreements, and agreed outcomes.
- Translate strategic priorities and new ideas into clear scopes, workplans, responsibilities, milestones, budgets, risk controls, and reporting arrangements.
- Oversee the delivery of allocated projects and programs, ensuring contractual obligations, key performance indicators, milestones, and quality expectations are met.
- Monitor program performance, dependencies, and emerging risks; resolve delivery issues and escalate significant matters to the CEO in a timely manner.
- Identify and develop new program opportunities and support the preparation of funding proposals, business cases, and partnership arrangements.
- Ensure program design, delivery and evaluation draw appropriately on evidence, consultation, co-design and lived and living experience expertise.

People Leadership and Organisational Culture

- Provide clear, supportive, and accountable supervision to direct reports, including work planning, regular feedback, performance development, and professional development.
- Coordinate team priorities and workloads so that responsibilities are clear, resources are used effectively, and staff can work sustainably.
- Support recruitment, induction, role clarity, performance review, and workforce planning across the program portfolio.
- Work with the CEO and leadership team to strengthen a respectful, inclusive, collaborative, and values-led workplace culture.
- Address performance, conduct, wellbeing, and workplace issues promptly, fairly, and in accordance with MHCT policies and relevant employment obligations.

Budget, Contracts, Governance and Reporting

- Manage program budgets and forecasts in collaboration with finance staff, ensuring responsible use of funds, accurate coding, and timely identification of variances.
- Oversee funding agreements, contracts, procurement, and deliverables within the program portfolio, maintaining clear evidence of compliance and performance.
- Prepare and quality-assure concise, accurate and timely reports for the Board, funders, government, and other stakeholders.
- Maintain effective program governance, risk, issue, decision, records, and data-management systems.
- Ensure work complies with relevant legislation, funding agreements, policies and procedures, including Work Health and Safety, privacy, safeguarding, and records management.

- Use evaluation findings, stakeholder feedback, and performance data to support continuous improvement and demonstrate outcomes and impact.

Stakeholder Engagement and Representation

- Build trusted relationships with government, funders, members, service providers, lived and living experience representatives and community partners.
- Represent MHCT in senior meetings, forums, working groups, and sector partnerships, including when deputising for the CEO.
- Facilitate collaboration across agencies and organisations to address barriers, improve implementation, and strengthen mental health and wellbeing outcomes.
- Communicate MHCT's positions accurately and constructively, exercising sound judgement about authority, sensitivity, risk, and escalation.

Organisational Leadership and Deputy Responsibilities

- Provide clear, evidence-informed advice to the CEO on program performance, workforce matters, risks, opportunities, and organisational priorities.
- Contribute to organisation-wide planning, budgeting, risk management, policy development, and continuous improvement.
- Deputise for the CEO when required and within delegated authority, including representing MHCT in senior external discussions and supporting timely operational decisions.
- Coordinate cross-organisational work where responsibilities span programs, policy, communications, and corporate functions.
- Undertake other duties and manage additional projects or functions consistent with the role and classification, as directed by the CEO.

Required Skills and Personal Attributes

The position requires a grounded, structured, and people-focused senior leader who can bring clarity, sound judgement, and reliable follow-through to a busy and evolving environment. The Senior Manager People and Programs establishes the systems, expectations and relationships that enable purpose-driven teams to deliver high-quality work, applying strong operational judgement to turn strategic direction into practical systems, priorities and delivery arrangements, and bringing a high level of initiative, adaptability, discretion, emotional maturity and problem-solving capability.

- High-level program and project leadership capability, including scope, planning, budgets, contracts, risk, evaluation, and reporting.
- Confident and fair people leadership, with the ability to support staff while setting clear expectations and addressing difficult issues.
- Strong operational judgement and the ability to turn strategic direction into practical systems, priorities, and delivery arrangements.
- Excellent written communication, stakeholder engagement, and representation skills.
- Sound understanding of governance, compliance, Work Health and Safety and organisational risk in a funded not-for-profit environment.
- Ability to work with lived and living experience expertise respectfully and meaningfully, including through consultation and co-design.

- High level of initiative, adaptability, discretion, emotional maturity, and problem-solving capability.
- Strong digital literacy, including Microsoft 365 and contemporary projects, records, and reporting systems.

Key Performance Indicators

Program and Project Delivery

- Programs and projects meet agreed outcomes, milestones, budgets, contractual requirements, and quality standards.
- Delivery risks and issues are identified early, managed effectively, and escalated appropriately.
- Program performance, outcomes, and lessons are evidenced through fit-for-purpose monitoring and evaluation.

People Leadership

- Direct reports have clear priorities, regular supervision, timely feedback, and appropriate development support.
- Workloads and responsibilities are coordinated effectively, supporting accountability, collaboration, and sustainable work practices.
- Performance or workplace issues are addressed promptly, fairly, and in line with policy.

Governance, Finance and Reporting

- Budgets and forecasts are accurate, variances are actively managed, and resources are used responsibly.
- Funder, Board, and organisational reports are accurate, concise, and delivered on time.
- Contracts, records, risks, decisions, and compliance obligations are managed through reliable systems.

Stakeholder and Organisational Contribution

- Key relationships are maintained and strengthened, supporting MHCT's influence, partnerships, and delivery.
- MHCT is represented accurately and constructively in senior forums and when the position deputises for the CEO.
- The CEO receives timely, practical advice and gains meaningful operational capacity through effective delegation and follow-through.

Selection Criteria

Essential Criteria

- Demonstrated senior-level experience leading the design, implementation, monitoring, and reporting of complex programs involving multiple stakeholders, budgets, and contractual obligations.
- Demonstrated experience leading and developing staff, including work planning, supervision, performance management, constructive feedback and building a collaborative, accountable team culture.

- Strong experience in operational governance, risk management, contractual compliance, financial oversight, and the preparation of high-quality reports for Boards, funders, or government.
- Strong understanding of Tasmania's mental health and wellbeing system, relevant state and national reform priorities, and the role of community-based and psychosocial supports.
- Demonstrated knowledge of contemporary lived and living experience practice, including respectful engagement, consultation, and co-design.
- Excellent written and verbal communication, stakeholder engagement, and relationship-management skills, with experience representing an organisation in senior or formal settings.
- Demonstrated capacity to exercise sound judgement, manage competing priorities, respond constructively to change, and provide trusted advice to a chief executive or senior leader.
- High-level digital literacy, including Microsoft 365 and project, information, recordkeeping, and reporting systems.
- Current driver licence and capacity to travel within Tasmania and interstate as required.
- Commitment to MHCT's purpose and to respectful, inclusive, and non-stigmatising approaches to mental health and wellbeing.
- A tertiary qualification in management, project management, public health, social sciences, community services, human resources or a related discipline, or substantial equivalent experience.

Desirable Criteria

- Experience in a senior role within a peak body, community-managed mental health organisation, health service, government agency, or other funded not-for-profit environment.
- Experience deputising for a chief executive or contributing to organisation-wide leadership and decision-making.
- Experience developing funding proposals, negotiating agreements, or establishing new programs and partnerships.

Employment and Other Requirements

- Employment is subject to satisfactory pre-employment checks relevant to the duties of the role.
- The position may be required to work outside usual hours or travel occasionally by prior agreement.
- MHCT supports reasonable workplace adjustments and flexible working arrangements consistent with role requirements and organisational needs.