Senior Program Manager – ReachOut Schools
June 2018

Reporting to:	Director of Service Delivery	
Direct Reports:	None	
Status:	2-year contract	Full Time. We support flexible working. Please talk to us about what you want.
Salary:	$85,000 - $95,000 gross market equivalent + super. Note: this includes the tax benefit from the PBI fringe benefit	
Location:	Sydney	

We welcome applications from people with an Aboriginal or Torres Strait Islander background.

About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service nearly 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, ReachOut is accessed by 132,000 people in Australia every month. That's more than 1.58 million each year.

Purpose of the role and its relationship within the team

The Senior Program Manager - ReachOut Schools is responsible for the strategic development and delivery of ReachOut's services to, and engagement with, the education sector. The core objective of the program is to grow our reach nationally across the secondary school sector, in order to improve the mental health and wellbeing of young people.

The role works closely with the Service Delivery, Research, Digital and Fundraising and Marketing teams to identify and pursue opportunities for cross collaboration and ensure alignment across programs – including messaging, resources and strategy implementation.

The key responsibilities for this role include:

Strategic program delivery

- Lead the development and delivery of the ReachOut Schools program to increase reach and engagement across the secondary school networks nationally, using a whole-of-school approach
- Provide input and advice on product development and distribution for products targeted at school audiences
- Engage and mobilise government and the education sector to recognise the importance and benefit of ReachOut's programs for students
- Manage resources, budgets and timelines for the Schools Program
- Report in a timely fashion to the Leadership Team, Board of Directors, funders and donors, and consulting clients
- Collaborate with the different ReachOut Programs to align across all of our audiences.
- Work with the Research team to continuously evaluate the program
- Develop effective communication strategies for education policy-makers, school principals and teachers.

Resource development

- Develop engaging and impactful resources for teachers, students and other education professionals mapped to the national curriculum and responding to their mental health and well-being needs
- Working with the Digital team, build and maintain creative digital resources for schools that align with the program objectives
- Write and publish content for the website and other forms of digital delivery that will be directed at education professionals
- Maintain existing website including uploading content, responding to user feedback, managing the newsletter database, identifying possible new features and liaising with web developers to fix technical issues that arise
- Coordinate the Schools e-Newsletter
- Design and deliver professional development training delivered under ReachOut's schools strategy
- Recruit and manage contractors to develop relevant resources as required.

Partnerships

- Build and nurture relationships with education organisations and professionals (teachers' associations, state and national Departments of Education and individual teachers) for the purpose of program development, marketing and building champions who promote and support the program.

Income generation

- Partner with the Fundraising team to identify business development opportunities and secure sustainable funding for the School's program
- Contribute content and expertise to relevant funding proposals

You will work closely with:

Role/team	Purpose
1. Director of Service Delivery	The Director provides ongoing leadership, management and support

2.	Service Delivery team	Participate as a positive and contributing team member. Ensure alignment of programs to the different audiences
3.	Digital team	Identify, develop and maintain digital resources designed for schools
4.	Research team	Conduct continuous program evaluation
5.	Fundraising and Marketing team	Identify ways to maximise reach and secure ongoing financial support for the Schools program

To be successful, you need:

- Experience in delivering impactful education or health programs, preferably in an online environment
- Strong relationship management skills
- Ability to apply emerging knowledge and insights to create engaging and pragmatic resources for educators, students and parents
- An understanding of the Australian secondary school education system and the key participants
- An understanding of the use of ICT in education
- Ability to work independently, as part of a team, and in partnership with multiple stakeholders
- Relevant tertiary qualifications in education, health, humanities, social science or related fields or experience in a similar role
- The ability to think differently and innovatively to develop creative solutions
- Excellent presentation and written communication skills
- A demonstrated commitment to ReachOut's values.

It would also be great if you had:

- Experience in developing strategy and programs within the education setting
- Demonstrated understanding of implementing programs using a whole-of-school approach
- Working knowledge of mental health and wellbeing of young people
- Experience in business development
- Working knowledge of website management
- Qualification or practical experience in positive psychology or positive education
- Proven ability and commitment to work in collaboration with young people
- Excellent curriculum writing and resource development skills. Bonus points if they were digital resources.