

POSITION DESCRIPTION

Position Title	Manager – Transformation and Improvement
Program	Transformation and Impact
Employment Status	Full time (1.0 FTE)
Tenure	24 months
Classification	SCHADS Level 8
Position reports to	Director – Transformation and Impact
Location	Thomastown or Heidelberg; Wurundjeri Country Multiple Kids First Locations

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope
We believe that change is possible and achievable



Empowerment
We build on people's strengths and support their ability to make positive changes in their lives



Accountability
We are open and transparent in everything we do



Respect
We value all people



Trust
We act in an ethical, inclusive, professional and open manner

Position Purpose

The primary purpose of the Manager – Transformation and Improvement position is to lead and coordinate the organisation-wide implementation of **Exceptional Support & Education (ESE)** across Kids First Australia. The role will translate ESE from an endorsed organisational framework into embedded ways of working by coordinating implementation governance, supporting operational leaders, engaging staff, aligning improvement activity, and strengthening measurement of impact across services and corporate functions.

The main focus will be to drive the ESE Transformation and Implementation Framework, leading improving consistency of practice and systems, strengthen staff and client experience, and help demonstrate a disciplined, organisation-wide approach to quality, outcomes and continuous improvement.

Organisational Relationships

Supervisor	Director – Transformation and Impact
Direct Reports	Nil direct reports initially. The role will coordinate working groups and implementation streams.
Internal Relationships	<ul style="list-style-type: none"> • Chief Executive Officer • Executive Team • ESE Steering Committee • Operational leaders and managers • Quality, Risk, People & Culture, Finance, Communications and Business Development teams • ESE working groups and implementation streams • All staff
External Relationships	<ul style="list-style-type: none"> • Children, young people and families through engagement and feedback channels as appropriate • Government, community and sector partners where ESE implementation intersects with service improvement, outcomes and reporting • Professional networks and external advisers supporting quality improvement, evaluation and organisational change

Key Responsibilities

ESE implementation and project coordination

- Project manage delivery of the ESE roadmap and implementation plan, ensuring agreed milestones, dependencies and risks are actively monitored.
- Coordinate and support ESE working groups and implementation streams, maintaining momentum across multiple workstreams.
- Act as the primary conduit between working groups, operational areas and the ESE Steering Committee.
- Translate strategic intent into practical implementation activity that can be embedded in services, teams and corporate functions.

Operational embedding and change support

- Support operational leaders and managers to embed ESE within local service delivery, team routines, workflows and improvement activity.
- Work credibly across operational and corporate areas to align people, systems, governance and improvement activity to ESE goals.

- Identify barriers, implementation issues and practical solutions through active engagement with staff and operational teams.
- Help ensure ESE does not remain a conceptual framework, but becomes visible in consistent practice, decision-making and ways of working.

Engagement, communication and stakeholder relationships

- Facilitate ongoing staff engagement, consultation and feedback processes across the organisation.
- Build strong relationships with leaders, staff and implementation partners to sustain organisational focus over the two-year implementation period.
- Support clear communication of ESE priorities, progress, early wins and implementation learnings.
- Promote staff confidence, involvement and ownership by ensuring feedback is heard and translated into visible improvement where appropriate.

Measurement, reporting and continuous improvement

- Lead the development of implementation measures, maturity indicators and practical reporting mechanisms.
- Support governance and executive reporting on implementation progress, risks, dependencies, issues and outcomes.
- Measure and evaluate the impact ESE is having on staff experience, client experience, operational consistency, organisational systems and processes.
- Align strategic projects, frameworks and improvement activities so they reinforce ESE and strengthen KFA's value proposition to funders, partners and families.

Quality and Risk Management

- Contribute to a culture of quality, safeguarding, risk awareness and continuous improvement across Kids First.
- Escalate implementation risks, barriers and dependencies through agreed governance channels.
- Ensure work is aligned with organisational policy, child safety expectations, quality systems and relevant legislative and regulatory obligations.

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

Capability Framework – key selection criteria

Formal Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in social work, psychology, education, community services, business, project management, quality improvement, organisational development or a related discipline is desirable. • Equivalent experience in implementation, organisational change, service improvement or project delivery will be considered.
Skills & Experience	<ul style="list-style-type: none"> • Demonstrated experience in project and implementation management, preferably in a human services, early years, education, health or not-for-profit environment. • Strong organisational change capability, including the ability to translate strategic frameworks into practical actions, routines and ways of working. • Excellent relationship building, stakeholder engagement, facilitation and communication skills. • Ability to work credibly across operational and corporate areas and influence without relying on formal authority. • Demonstrated systems thinking and operational problem-solving capability, with the ability to identify barriers, dependencies and practical solutions. • Experience supporting governance, executive reporting, risk tracking and implementation monitoring.

	<ul style="list-style-type: none"> • Understanding of quality improvement, outcomes measurement, evaluation and/or maturity assessment. • Ability to manage competing priorities and maintain momentum across multiple concurrent workstreams.
Other Selection Criteria	<ul style="list-style-type: none"> • Commitment to the purpose, values and child safe expectations of Kids First Australia. • Current Victorian Working with Children Check. • Willingness to undertake a Police Check. • A good understanding of, or willingness to learn about, Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner. • Capacity to engage respectfully with children, young people, families, staff and communities from diverse backgrounds. • High level written communication skills, including the ability to prepare concise reports, updates and implementation materials.
MARAM Framework	<p>The Family Violence Multi-Agency Risk Assessment and Management Framework ensures services are effectively identifying, assessing and managing family violence risk.</p> <p>Kids First Australia Ltd is prescribed under the Multi-Agency Risk Assessment and Management (MARAM) framework. MARAM is a framework for organisations prescribed in assessing and managing family violence risk. The framework sets out the responsibilities for different workforces in identifying, assessing and managing family violence risk across the family violence broader service system. Please see https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management for further information.</p>

Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Computer-based work, documentation, reporting and online meetings	Daily
Facilitating meetings, workshops and staff engagement sessions	Regular
Travel between Kids First sites and partner locations as required	Regular
Managing competing priorities, deadlines and complex stakeholder expectations	Regular