

## NADA Position Description: Program Manager

POSITION OVERVIEW	
<b>Date of this position description</b>	12 August 2025
<b>Position type</b>	Full-time – 38 hours per week Monday to Friday
<b>Location</b>	Suite B Level 3, 140 William Street, Woolloomooloo, NSW
<b>Classification and salary</b>	Based on NADA salary scale for Program Manager position, plus superannuation and eligibility for salary packaging
<b>Reporting relationships</b>	<ul style="list-style-type: none"> <li>• Reports directly to the Clinical Director</li> </ul>
<b>Other working relationships</b>	<ul style="list-style-type: none"> <li>• Works closely with NADA Executive and Program Services staff to coordinate and align project implementation</li> <li>• Develops relationships with NADA members, research bodies, clinical and workforce partners</li> <li>• Liaise with external stakeholders, suppliers, consultants, business, and government</li> <li>• Works with the broader NADA staff team to deliver organisational outcomes</li> </ul>
<b>Strategic priority</b>	<ul style="list-style-type: none"> <li>• Position the sector as providers of quality, innovative and evidence-based treatment and harm reduction services</li> <li>• Build the capacity of the sector with an approach that is planned, responsive and informed by evidence and practice wisdom</li> <li>• Support the workforce to enhance clinical and therapeutic skills, measure client outcomes, and promote a culture of workforce wellbeing</li> </ul>
<b>Position summary</b>	<p>The primary function of this position is to identify and respond to the support and development needs of NADA members to deliver case management and ongoing care.</p> <p>It will support continuous development of evidence informed AOD models of care and best practice. The role includes linking to other services within the sector and externally.</p> <p>The project will support the Continuing Coordinated Care Programs and the broader NGO AOD sector, focusing on organisations already providing elements of continuing care and those wanting to commence continuing care service delivery.</p>

### About NADA

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non-government alcohol and other drugs sector in NSW. Our vision is a connected and sustainable sector providing quality evidence-based programs to reduce alcohol and drug related harms to NSW communities.

NADA's goal is to lead as a member driven peak body, building sustainable non-government alcohol and other drug organisations to reduce alcohol and drug related harms to individuals, families and communities in NSW.

We represent 86 organisational members that provide services in over 100 locations across NSW that provide a broad range of services, including health promotion and harm reduction, early intervention, treatment, and after-care programs. Our members comprise of services that are diverse in their structure, philosophy and approach to drug and alcohol service delivery. NADA provides a range of programs and services that focus on sector and workforce development, information management, governance and management support, sector representation and advocacy, as well as actively contributing to public health policy.

#### NADA Values

<b>Inclusion</b>	NADA values diversity and we promote equitable and accessible approaches
<b>Integrity</b>	NADA operates with fairness and transparency to maintain an independent voice
<b>Innovation</b>	NADA values innovation and we strive to take courageous action to continuously improve policy and practice, encourage curiosity and generate solutions

#### Key Responsibilities/accountabilities

<b>FUNCTION AREA</b>	<b>Key tasks</b>	<b>Performance indicators</b>
<b>Clinical advice and development specific to service delivery</b>	<ul style="list-style-type: none"> <li>Provision of clinical advice in consultation with the Clinical Director regarding wraparound care within and beyond the NGO sector</li> <li>Representation on behalf of NADA to government and other stakeholder forums as it relates to the continuum of care</li> <li>Consultation and advice to NADA membership on matters relating to clinical care in consultation with the Clinical Director.</li> </ul>	<ul style="list-style-type: none"> <li>Board, NADA staff, NADA membership and stakeholders' satisfaction with clinical advice, support and content</li> <li>Development of relevant content</li> </ul>
<b>Program and project management</b>	<ul style="list-style-type: none"> <li>Lead, develop and implement sector development, training and capacity building initiatives for and with NADA members</li> <li>Apply research and evaluation practices to project development and implementation</li> <li>Align initiatives and projects across Program Services</li> <li>Develop and work to project budgets</li> <li>Provide program and project related communication to members, funders and other stakeholders</li> <li>Administer grants as part of project implementation where relevant</li> <li>Develop and submit project reports as required</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of site visits and member consultations</li> <li>Projects developed, implemented, and evaluated within budget</li> <li>Projects meet member's knowledge and capacity development needs</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and submit project reports as required</li> </ul>	
<b>Relationships and partnerships</b>	<ul style="list-style-type: none"> <li>• Facilitate relationships, partnerships and joint ventures between NADA and stakeholders</li> <li>• Engage external consultants as required and ensure contractual compliance</li> <li>• Facilitate relationships, partnerships and joint ventures between NADA and members</li> <li>• Support NADA members to develop relationships, partnerships and joint ventures within the sector and with other parties</li> </ul>	<ul style="list-style-type: none"> <li>• A range of relationships and partnerships developed and maintained</li> <li>• Positive member and stakeholder feedback on relationship management</li> </ul>
<b>Advocacy, representation and member support</b>	<ul style="list-style-type: none"> <li>• Consult with members and stakeholders to identify current sector needs</li> <li>• Develop informed and expert advice on behalf of NADA members</li> <li>• Represent and contribute on reference groups, committees, meetings and consultations</li> <li>• Lead and/or contribute to NADA policy responses and submissions, where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Contribution to NADA policy responses and submissions</li> <li>• Regular and effective participation on external committees</li> </ul>
<b>Continuous Quality Improvement System</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture of quality improvement (QI) and ongoing organisational development</li> <li>• Work with the QI coordinator in the development, implementation and review of internal systems, policies and procedures</li> <li>• Understand relevant policy, and the strategic policy frameworks that inform organisational development</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership and participation of QI activities</li> <li>• Identify and respond to areas for improvement in self and organisational practice</li> </ul>
<b>Work health and safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply to organisational policies and procedures relating to Work Health &amp; Safety, and contributing to a safe work environment</li> </ul>	<ul style="list-style-type: none"> <li>• High standard of WHS practice across NADA</li> </ul>
<b>Team development</b>	<ul style="list-style-type: none"> <li>• Contribute to team and organisational effectiveness in a manner consistent with NADA's vision, values and mission.</li> <li>• Participate in staff meetings, team and program and organisational development activities</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative team work</li> <li>• Positive contribution to organisational development and culture</li> </ul>

<b>Practice development</b>	<ul style="list-style-type: none"> <li>• Participate in work plan review, supervision and performance and development processes with identified supervisor</li> <li>• Engage in continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Documented workplans demonstrating progress against activity and achievements</li> <li>• Annual performance and development reviews</li> <li>• Reflects on professional performance with a view to improving outcomes</li> </ul>
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The NADA operational standard is outlined below. The following expectations apply to all NADA staff and should be reviewed in conjunction with the position's key accountabilities.

- Ensure NADA service operations comply with all relevant legislation, regulatory and reporting requirements by regular monitoring, actioning and updating of the compliance register
- Ensure provision of a safe workplace, and full compliance with all NADA WHS policies, management system requirements and participate in the annual evacuation procedure and/or any other safety activities as required.
- Ensure full compliance with all NADA policies and procedures.
- Ensure behaviours and approaches are aligned with and demonstrated in execution of position responsibilities in line with the NADA values (see above).
- Ensure service operations comply with all relevant legislation, regulatory and reporting bodies including the Quality Improvement Council (ASES) and ensure relevant quality improvement tasks are at all times kept up to date.
- Ensure familiarisation and compliance with the corporate decisions making processes and be aware of all areas of responsibility with regard to the Quality Improvement Staff Port-folio Standards/Policy allocations.
- Adherence to NADA Code of Conduct and Ethics for staff and volunteers.
- Ensure compliance and respect for diversity as it applies to the workplace and to the broader NADA business processes and service delivery activities (Diversity Policy).
- Ensure that NADA aims, values and ethics are actively communicated through all business documentation and interaction with members and stakeholders.
- Ensure that every effort has been made to attend mandatory training in cultural awareness as it becomes available and in alignment with the Human Resources Policy 4.3.
- Ensure all internal and external communications consistently reflect NADA's values ethics goals and principles.

## Key challenges

- Providing a prompt, courteous and effective service to members and staff in an environment of competing priorities and expectations.
- Managing diverse external stakeholder consultations, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects
- Navigating the sometimes challenging, political terrain in the health sector and at times competing priorities and expectations of different member networks.
- Working alongside staff, external stakeholders and any challenging issues in a professional manner that maintains confidentiality and discretion

## Selection Criteria

<b>Experience, qualifications, skills, abilities, and behaviour</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• Relevant tertiary qualifications and/or professional experience in health and/or community services</li><li>• High competency and experience in project management and/or quality improvement</li><li>• Comprehensive understanding of the non-government alcohol and other drugs (or broader community services) sector, and factors that may influence service delivery, operations and capacity development for the AOD sector</li><li>• Experience with continuing care service delivery, cross sector partnership and collaboration</li><li>• Demonstrated ability to liaise with staff and a range of stakeholders in a friendly and professional manner, with clear, structured and focused written and verbal communication skills</li><li>• Capacity to analyse and prepare advice, presentations, reports and general communication</li><li>• High level of computer literacy with advanced Microsoft office skills including Word, Outlook, Excel, OneDrive and Teams</li><li>• Excellent organisation and time management skills with the ability to balance competing priorities to ensure deadlines are met</li><li>• Demonstrated ability to work independently and as part of a team</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Understanding of workforce development</li></ul>
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I acknowledge and understand the above position description, responsibilities and other requirements detailed in the document. I agree to follow the Policies and Procedures as set out in NADA's Policy and Procedure Manual/s.

_____ Employee name	_____ Employee's signature	_____ Date
_____ Supervisor name	_____ Supervisor's signature	_____ Date