![inclusionmelbourne logo]

POSITION DESCRIPTION

Position Title:	**Project Manager-Information & Communication Technology**
Classification:	Social and Community Services Employee – Level 6
Employment Status:	Part time
Department/Program:	Design lab
Report to:	Head of Research, Advocacy and Practice
Location:	67 Sutherland Road, Armadale
Issued:	July 2025

POSITION OBJECTIVE

To manage end-to-end project delivery across a range of key strategic business and technology initiatives that enhance Inclusion Melbourne's capacity to provide inclusive, person-directed disability services. The Project Manager is responsible for ensuring projects are delivered on time, within scope and budget, and in alignment with the organisation's vision and values. This role collaborates closely with internal teams, vendors and stakeholders to ensure transparency, and meaningful outcomes are embedded throughout the project lifecycle. This role also offers the chance to mentor junior project staff and help build project capability across the organisation.

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA - Project Planning and Implementation

Key Responsibilities	Duties
Plan and manage the successful delivery of multiple, concurrent strategic and operational projects	- Develop and manage comprehensive project plans including scope, goals, timelines, milestones, and budgets. - Facilitate project start-up activities including initiation workshops and stakeholder mapping. - Maintain accurate project documentation.
Engage and manage internal teams, vendors and stakeholders to meet project deliverables.	- Develop clear reporting structures and ensure appropriate stakeholder sign-off. - Engage and manage stakeholders, vendors and cross-functional project teams - Monitor project progress against milestones and adapt schedules as needed. - Close out projects with evaluation reports and handover of ongoing responsibilities where relevant.
Ensure all projects are aligned with Inclusion Melbourne's values, goals, and quality standards.	- Ensure projects reflect person-centred and inclusive principles throughout planning and delivery. - Align project objectives with Inclusion Melbourne's strategic plan and service model. - Continuously improve project practices and contribute to organisational capability

KEY RESULT AREA – Monitoring, Evaluation and Reporting

Key Responsibilities	Duties
Track project outcomes using evidence-based monitoring tools and evaluation frameworks.	- Establish KPIs and evaluation metrics for each project. - Coordinate evaluation activities such as interviews, feedback surveys, and data reviews.
Ensure timely reporting to executive stakeholders and funding bodies.	- Prepare monthly project status reports, dashboards, and presentations for executive updates. - Develop project close-out reports, documenting outcomes, lessons learned, and recommendations.
Use data to inform continuous improvement and impact measurement.	Identify risks or issues and escalate them with mitigation strategies and options.

	• Support service improvement by recommending refinements based on evaluation results.

KEY RESULT AREA – Change Management and Organisational Development

Key Responsibilities	Duties
Support change initiatives that strengthen Inclusion Melbourne's service and workforce models.	• Collaborate to embed new systems, processes, or roles into operations. • Assist teams with understanding the purpose and impact of changes.
Promote staff readiness and engagement throughout organisational change.	• Facilitate staff briefings and team meetings to support understanding and involvement. • Develop training or induction materials as part of change rollout.

KEY RESULT AREA – Compliance, Risk and Quality

Key Responsibilities	Duties
Ensure all projects comply with NDIS Practice Standards, legislation, and Inclusion Melbourne policies.	• Monitor contractual obligations and regulatory compliance in all project work. • Support the Quality & Risk team in audits and improvement plans where relevant.
Identify and manage risks related to people, systems, and project outcomes.	• Complete project risk assessments and maintain risk registers. • Ensure data security, privacy, and informed consent practices are followed.
Support the integration of quality frameworks into project delivery.	• Contribute to policy development and procedure reviews as part of project outputs. • Embed continuous improvement practices into each project phase.

KEY RESULT AREA – Digital and Systems Innovation

Responsibilities	Duties
Lead the implementation of digital tools or platforms to improve organisational efficiency.	• Develop implementation plans for new systems (e.g., CRM, rostering, reporting tools). • Liaise with software vendors and manage integrations or upgrades.

Work with service teams to modernise systems and processes and create efficiencies.	• Ensure training and onboarding materials are available and accessible. • Support user testing, feedback loops, and post-launch reviews.

Organisation/Customer Service/Our Team

Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	• Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	• Customer Service (internal & external) skills are demonstrated in all interactions.
Positive customer feedback.	• Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
All communications are positive and effective.	• Ensure effective communications with all stakeholders. • Commitment to open communication.
Staff engagement	• Utilise skills and experience to complete the role effectively • Show initiative by engaging in work proactively and across the organisation
Occupational Health & Safety	• Assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and implements risk mitigation strategies. • Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.
Teamwork	• Attends and participates in relevant meetings • Contributes to the development of the administration team ensuring communication is positive and effective • Sets and keeps high standards of teamwork • Openly supports and respects diversity within the team • Works with team members to assist in planning and in achievement of team timeline, goals and outcomes • Proactively supports other team members.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Head of Research, Advocacy and Practice
Supervision:	Nil
Internal Liaisons:	*Executive Team* *HR* *Service Delivery Teams* *Quality and Compliance Teams* *Design lab*
External Liaisons:	People we support and their families Vendors External stakeholders

SKILLS, KNOWLEDGE, EXPERIENCE

- Demonstrated experience in managing complex projects in the community, disability, or NFP sectors.
- Strong organisational, planning, and time-management skills.
- Excellent interpersonal, written, and verbal communication skills.
- Experience working with people with disability and in co-design settings is highly desirable.
- Knowledge of inclusive practices, the NDIS, and quality improvement frameworks.
- Experience with project management tools.

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

- Works under limited direction from senior employees.
- Operates autonomously and exercise independent judgment with broad guidelines.
- Supervise staff and provide mentorship or professional development.
- Controls project budgets and timelines.
- May set outcomes for lower classified staff or external consultants.
- Responsible for specialist functions.

KEY SELECTION CRITERIA.

Essential

- A genuine commitment to Inclusion Melbourne's vision, mission & values.
- Min of 3+ years of project management experience, ideally for both business and IT projects
- High-level written and verbal communication skills.
- Strong stakeholder engagement and co-design experience.
- Ability to manage competing priorities and work independently.
- Strong understanding of project methodologies and planning tools
- Proficiency in project planning and reporting software.
- Ability to manage teams and project resources in matrixed environments

Desirable

- Experience working within the disability or community services sector.
- Understanding of person-centred and rights-based approaches.
- Familiarity with the NDIS environment.

QUALIFICATIONS & EXPERIENCE
- Project Management certification (desired)
- Tertiary qualification in related IT fields

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: /   /