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Guidelines for Program Managers

Role

A program manager is the person with direct responsibility for a given program. That person is accountable to SHYAC management and members for all decisions and directions taken in regard of their program. Program managers are required to communicate openly, regularly and honestly with SHYAC staff and prepare reports to the SHYAC committee as needed to ensure the program is managed in the best interests of members, the general community, SHYAC and other stakeholders.

Responsibilities

The program manager has a number of important responsibilities he or she must undertake to ensure SHYAC's programs are of the highest standard and conducted in the best interests of all stakeholders. They are:

1. **Finance:** The program manager must personally oversee all expenditure incurred by their program. He or she must also ensure a detailed and up-to-date budget is available for inspection by SHYAC staff, committee members and other relevant people at all times for the duration of the project.
2. **Communication:** The program manager is the key contact for SHYAC staff and committee members for communication relating to his or her program. He or she is responsible for ensuring messages are relayed through the appropriate channels to all concerned stakeholders. The program manager may have access to a SHYAC email address that he or she is required to use responsibly and in conjunction with relevant SHYAC policies.
3. **Welfare:** The program manager is responsible for the welfare of all participants in the SHYAC program under his or her control during their time participating in that program.
4. **Policies and procedures:** The program manager is responsible for ensuring all activities relating to his or her program are undertaken in accordance with relevant SHYAC policies. These include, but are not necessarily limited to: communications policy; child protection policy; privacy policy; and the SHYAC constitution.

5. Support: The program manager may, at his or her discretion, assemble a team of people to assist with delivery of his or her program. The program manager is responsible for ensuring such personnel abide by the requirements set out in these guidelines.

SHYAC's responsibilities

SHYAC recognises the importance of supporting and assisting our program managers to ensure they are able to focus on delivering quality programs of relevance to our members and other stakeholders. Specifically, SHYAC has a number of key responsibilities to our program managers, as follows:

1. Finance: SHYAC staff and management committee will support program managers to procure and manage funds needed for the smooth operation of a given program or project.
2. Administration: SHYAC staff and management committee will provide administrative support to program managers as needed.
3. Publicity: SHYAC staff and management committee will assist (*or co-ordinate*) all publicity associated with programs and projects as needed.
4. Policies: SHYAC staff and management committee will monitor adherence to SHYAC policies and offer guidance and advice as needed to assist said compliance. This assistance may include training in particular policies for program managers and their team if needed.
5. Insurance: SHYAC will ensure insurance coverage applies to all approved activities undertaken by given programs and projects.
6. Welfare: SHYAC's responsibility for the welfare of all members is paramount. Staff and committee members may take all actions necessary to ensure members and program participants are treated fairly and in accordance with SHYAC's child protection, privacy and other relevant policies.

Agreement

All program managers must complete this section of this document *before* the program commences.

I, _____ of (program) _____
accept and will adhere to all conditions in these guidelines.

Signature:

Date: