

Position Description

Position Title	Project Manager
Program	Strategy & Growth
Reports to	GM Strategy & Growth
Instrument / Award	<input type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input checked="" type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
Classification	Not Applicable

ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

Our Vision: Improving lives through dignity and choice.

Our Mission: Empowering people to achieve a meaningful role in society.

VALUES

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



ROLE PURPOSE

This role drives the planning, delivery, and continuous improvement of Opendoor’s programs using project management principles, ensuring contractual compliance, stakeholder alignment, and sustainable growth outcomes within the Strategy & Growth division.

Apply structured project management methodologies to manage scope, timelines, resources, and risks across multiple initiatives. Lead cross-functional collaboration, monitor performance metrics, and implement data-driven improvements to achieve organisational objectives.

This is a critical role that underpins organisational performance, enabling effective program delivery, strategic growth, and continuous improvement across all services.

KEY RELATIONSHIPS

Internal

- Program operational staff
- Senior Leadership Team
- Program Managers across Opendoor including Employment Services, NDIS, Social Enterprise, Youth, Allied Health
- Marketing, Quality, Finance, People & Culture and Property staff and Managers
- Other staff in the Strategy & Growth division

External

- Partner organisations in service delivery across youth, training, social services, employment services and industry sectors
- State and Federal Government agencies and other funding bodies
- Accreditation body organisations
- Program participants

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
0	0	0	\$2,000



KEY RESPONSIBILITY AREAS

<p>Operations</p>	<ul style="list-style-type: none"> ▪ Manage end-to-end project lifecycle, including planning, resourcing, timelines, risks, and delivery aligned with organisational objectives and compliance requirements. ▪ Lead development of tenders, grants, and submissions, coordinating contributors, ensuring quality, consistency, and adherence to strict deadlines. ▪ Establish priorities, manage workflows, and oversee multiple concurrent projects to ensure timely delivery and accountability across stakeholders. ▪ Build and manage stakeholder relationships to identify opportunities, inform service design, and support strategic growth initiatives. ▪ Monitor project performance, risks, and data insights, implementing improvements and reporting outcomes to support informed decision-making. ▪ Conduct research, support service planning, and ensure alignment with quality frameworks, policies, and continuous improvement processes.
<p>Information</p>	<ul style="list-style-type: none"> ▪ Regularly collect and evaluate information on the external environment. ▪ Confidential service delivery and participant data are maintained and referred to for tender and project planning. ▪ All relevant information systems are maintained.
<p>Relationships</p>	<ul style="list-style-type: none"> ▪ Ability to develop rapport and guide discussions with key stakeholders to extract key information. ▪ Ability to engage with people from diverse communities and organisations that provide services to them to identify and respond to gaps in their needs. ▪ Co-operative working relationships with Opendoor staff are maintained to establish links with community organisations, program participants and other key industry stakeholders to ensure targets are met.
<p>Compliance</p>	<ul style="list-style-type: none"> ▪ Monitors and ensures compliance with Opendoor’s policy and processes and facilitates education and awareness where needed. ▪ Commit to creating a trauma-informed environment to ensure all clients and staff are safe and free from abuse, neglect, violence, and preventable injury.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> ▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants. ▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.

Work Health and Safety

At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.
- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.
- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Qualification in Business/Project Management, Communications, Public Relations or related discipline is essential.
- Advanced ability to create content/quality documents by blending technical, creative and persuasive writing techniques is essential, as is the ability to edit and compile reports and other relevant documentation.
- Ability to analyse data and prepare accurate reports that meet multiple competing deadlines.
- Strong administrative skills, excellent attention to detail and effective time management skills are essential.

Desirable

- Prior experience in tender processes, including collating and managing high volumes of data will be highly regarded. As well as experience in writing for a range of specific purposes and audiences.
- Understanding of community services delivery system and / or employment services.
- Experiencing in using digital platforms, tender portals and/or project management software will be an advantage.

COMPETENCIES AND CAPABILITIES

Strategic Thinking & Innovation	<ul style="list-style-type: none"> ▪ Anticipates service needs and opportunities for innovation and growth.
Quality & Governance	<ul style="list-style-type: none"> ▪ Ensures safe, high-quality and compliant work with a strong oversight of governance.
Communication & Collaboration	<ul style="list-style-type: none"> ▪ Builds strong working relationships internally and externally.
Professionalism & Accountability	<ul style="list-style-type: none"> ▪ Demonstrates integrity, transparency and sound judgement.



NATIONAL STANDARDS FOR DISABILITY SERVICES

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

WE ARE A CHILD SAFE ORGANISATION

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

