
Position title	Program Manager - Rehabilitation and assistive technology
Reports to	Chief Executive Officer (CEO)
Direct reports	Program support staff
Last updated	July 2025

The organisation

Interplast Australia & New Zealand (Interplast) was founded in 1983 and is a not-for-profit development organisation, which provides volunteer plastic and reconstructive services and since the merger with Motivation Australia a rehabilitation and assistive technology services stream. These streams incorporate health capacity building activities in developing countries in Asia and the Pacific.

Interplast works to improve the lives of people living with a disability. Volunteer plastic and reconstructive surgeons, anaesthetists, nurses, and allied health professionals provide free medical treatment for those who would otherwise not have access to these services. Interplast works closely with local organisations and ministries of health to build their capacity to deliver rehabilitation and assistive technology related health care interventions and systems.

Interplast is a member of the Australian Council for International Development (ACFID) a proud signatory to the ACFID Code of Conduct and is an accredited non-government organisation with the Australian Department of Foreign Affairs and Trade (DFAT).

The position summary

The Program Manager is responsible for providing leadership within the Programs team and directly supporting the CEO in strategic development and oversight of Interplast programming, with a particular focus on rehabilitation, assistive technology and disability inclusion.

Primarily, the role is responsible for the operational delivery of a specific portfolio of programs, projects and activities. The Program Manager role focuses on nurturing the partnerships necessary for delivery of these programs, and in collaboration with partners, facilitating the design, implementation, monitoring and evaluation of locally led programs. The Program Manager coordinates and leverages the inputs of stakeholders towards stronger program outcomes, maintaining accountability and financial oversight, and contributes directly to program implementation.

The key responsibilities

The Program Manager (Rehabilitation and AT) fulfils the following specific responsibilities:

Rehabilitation & AT program design, development and	<ul style="list-style-type: none">▪ Oversight and management of the Programs team (in conjunction with the CEO and other Program Managers)
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Management of compliance	<ul style="list-style-type: none"> ▪ Contribute to the development of Interplast’s strategic programming portfolio / annual operational plans ▪ Plan and coordinate relevant program life cycles from design through to evaluation and reporting in collaboration with in-country program partners and Interplast country coordinators ▪ Manage program logistics, including travel and procurement activities, supporting where required ▪ Manage program contracts, budgets, and accountabilities, ensuring Interplast contractual requirements are met ▪ Contribute to the identification of programmatic risks and identification of mitigation strategies, especially in regard to child safeguarding, PSEAH, and fraud ▪ Ensure that programs meet good practice standards together with Interplast’s high standards for clinical, technical and training inputs and that all projects comply with Interplast’s policies and procedures, the ACFID Code of Conduct and ANCP requirements ▪ Remain up-to-date with best practice and contemporary thinking on international development and the implications for Interplast and our in-country partners.
Program partnerships	<ul style="list-style-type: none"> ▪ Nurture and strengthen Interplast’s program related partnerships, in particular those with our in-country partners and external agencies with whom we are collaborating to deliver agreed projects ▪ Ensure that programs are locally led to the extent possible, noting that program establishment, design processes, negotiation of terms, implementation, management, review and sign off are undertaken in partnership and subject to participatory and consultative processes ▪ Work with Interplast Country Coordinators, and other key volunteers, and in- country program partners to develop individual program plans detailing service and training priorities, activities, and budgets ▪ Foster and maintain strong, mutually beneficial and respectful relationships with all program partners including international partners, volunteers and other key stakeholders relevant to Interplast’s mission. ▪ Support the design and implementation of relevant partner capacity building initiatives, quality learning and information sharing.

Human Resource Management	<ul style="list-style-type: none"> ▪ Support program personnel in project implementation and coordination to ensure quality projects are delivered, achieving agreed benefits and outcomes on time and within budget ▪ Lead the recruitment, development, mentoring and ongoing performance of relevant personnel ▪ Lead the recruitment, deployment and provision of support to program consultants, volunteers, interns and/or students.
Monitoring & evaluation	<ul style="list-style-type: none"> ▪ Support program monitoring, evaluation and learning processes, including data capture, quality control of information management, training and support, and impact reporting ▪ Oversee reporting requirements, ensuring accuracy, relevance, and timeliness, for internal and external stakeholders including donors, trusts and foundations, and DFAT ▪ Foster a culture of continuous improvement, learning and feedback ensuring that learnings are integrated into programs and good practice is identified and shared.
Financial management & reporting	<ul style="list-style-type: none"> ▪ Develop and maintain an annual country program budget to monitor the allocation of donor income against budgets for Interplast activities ▪ Conduct regular reviews of program budgets and income allocations in consultation with the CEO and Head of Finance ▪ Apply due diligence with partners to test and check for financial management good practices and risks of fraud ▪ Provide input into organisational performance reports, as required ▪ Prepare timely, accurate and engaging donor reports within agreed timeframes as required by the CEO.
Communications, relationships and network building	<ul style="list-style-type: none"> ▪ Work closely with all staff to identify, source and share stories and learning from programs that deepen engagement ▪ Document and share stories and lessons learned through the programs to contribute to future program development ▪ Participate in working groups, conferences and communities of practice ▪ With support of the CEO, connect and collaborate with other NGOs and relevant entities.
Systems & processes	<ul style="list-style-type: none"> ▪ Identify relevant systems, processes and training opportunities to improve program management, stakeholder communications and effectiveness

	<ul style="list-style-type: none"> ▪ Maintain all Interplast program documentation to the highest quality standard.
Other Duties	<ul style="list-style-type: none"> ▪ The Program Manager will support the CEO in business development activities; and contribute where appropriate to other Interplast fundraising activities ▪ Act as a member of the Management Team ▪ Provide secretariat support to a relevant committee and/or working group, as required by the CEO ▪ Any other duties as required by the CEO

The person

Skills	<ul style="list-style-type: none"> ▪ Excellent communication and interpersonal skills with the ability to produce clear communications that are appropriate for their intended audience ▪ Ability to network, communicate cross-culturally and manage relationships diplomatically with people from a range of backgrounds ▪ Proven computer literacy skills, including use of the Microsoft Office suite, with high standards of work, with exceptional attention to detail and accuracy ▪ Proven capability to work positively and with a collaborative mindset as part of a small, multi-disciplinary team; and to accommodate and work well with different working styles ▪ To work independently, with initiative and resourcefulness where required ▪ Ability to organise, manage conflicting priorities, multitask and schedule work to meet competing deadlines ▪ Research solutions, analyse options, solve problems and make proposals to the team ▪ Proven record management and budgeting skills ▪ Demonstrated ability to undertake program design, implementation and evaluation ▪ Initiative, flexibility and demonstrated drive to achieve results.
Knowledge & qualifications	<ul style="list-style-type: none"> ▪ Relevant clinical qualifications – Allied health training or certification, international health or related field

Experience	<ul style="list-style-type: none"> ▪ Sound understanding of the not-for-profit sector (highly regarded but not essential) ▪ Knowledge of DFAT and ACFID standards and compliance requirements (highly regarded but not essential)
Behaviours & personal qualities	<ul style="list-style-type: none"> ▪ Experience in overseas development and an understanding of DFAT systems and procedures are highly desirable ▪ At least 2 years' experience relevant to the position ▪ Demonstrated experience working in developing communities within Asia and the Pacific (highly regarded but not essential).

Key performance indicators

In conjunction with your line manager, you will develop an annual performance plan that clearly sets mutually agreed key performance indicators and success measures. In addition to these, performance will be judged by, but not limited to:

- Reliability and consistency of performance
- Effective and efficient management of all stakeholders
- Contribution to an effective and collegial team environment
- Quality of outputs and contribution to Interplast's broader strategic objectives

The employment terms and conditions

Employment type Full time

Salary Detailed in Employment Contract

Location

Melbourne office based. Flexible hours or working from home options available. Some regional, interstate, and overseas travel may be required.

**Additional
information**

Full entitlements and employment conditions are set out in the Employment Contract and Interplast's' Human Resources Manual.

Appointment will be subject to a satisfactory criminal history check and Working with Children checks prior to commencement and every three (3) years thereafter.

Applicants must have the lawful right to work in Australia.

The declaration

I have read, understood, and accept the position description.

Position holder

Name _____

Date _____

Signature _____