
Position title	Program Manager - Surgical
Reports to	International Program Manager
Direct reports	Surgical program support staff (3)
Last updated	January 2026

The organisation

Interplast Australia & New Zealand (Interplast) was founded in 1983 and is a not-for-profit development organization that provides volunteer plastic and reconstructive services, alongside health capacity - building and health systems strengthening activities in developing countries throughout the Asia Pacific region.

Interplast works to improve the lives of people living with a disability as a result of congenital and acquired medical conditions such as cleft lip and palate or burn scar contractures. 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 Ministries of Health, public hospitals and local organisations to build their capacity to deliver surgical and other related health care interventions. Our vision is quality and accessible surgical care for all.

Interplast is a member of the Australian Council for International Development (ACFID), a proud signatory to the ACIFD 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 leads strategic development and implementation of Interplast programming, with a particular focus on perioperative services including surgery, anaesthetics, nurses and other allied health professionals in hospitals or clinics.

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 local-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-Surgical fulfils the following specific responsibilities:

Surgical program design, development and management of compliance	<ul style="list-style-type: none">▪ Ensure that all programs meet Interplast's policies and procedures, especially those that map to DFAT/ANCP compliance requirements▪ Ensure that programs meet best 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.▪ Management of the Surgical Programs team (in conjunction with the CEO and the International Program Manager.▪ 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▪ Remain up-to-date with best practice and contemporary thinking on international development and the implications for Interplast and our in-country partners.
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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 direct reports, program consultants, volunteers, interns and/or students.
Monitoring & evaluation	<ul style="list-style-type: none"> ▪ Lead 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 ▪ Maintain all Interplast program documentation to the highest quality standard.
Other Duties	<ul style="list-style-type: none"> ▪ The Program Manager will support the Head of Fundraising in business development activities; and contribute where appropriate to other Interplast fundraising and grant-writing activities ▪ 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">▪ Demonstrated international development program management skills in an ANCP program▪ 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 qualifications – public health, international development, international health, nursing or related field

Experience	<ul style="list-style-type: none"> ▪ Experience working in the international NGO sector. ▪ Knowledge and experience of DFAT and ACFID standards and compliance requirements ▪ Experience in overseas development and an understanding of ANCP/DFAT systems and procedures is essential ▪ At least 2 years' experience relevant to the position ▪ Demonstrated experience working with communities within the Asia Pacific region
Behaviours & personal qualities	<ul style="list-style-type: none"> ▪ Demonstrate Interplast's values of integrity, respect and collaboration ▪ This role may involve coming into contact with children and/or working directly with children. This role will be required to demonstrate child safe working practices ▪ Comply with Interplast's Child Protection Policy and Prevention of Sexual Exploitation, Abuse, and Harassment Policy ▪ Comply with Interplast's Work, Health and Safety Policy and actively ▪ contribute to providing a safe working environment for all personnel ▪ Comply with all other Interplast's policies.

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 - Fixed two-year contract (renewable)
Salary	Detailed in Employment Contract
Location	Melbourne office based.
Additional Information	<p>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. Applicants must have the lawful right to work in Australia.</p>