

Manager Learning & Programs

Position Description

Locations:	Hobart/Negotiable
Employment type:	Permanent, part-time
Reports to:	CEO
Hours:	0.7 FTE
Classification:	SCHADS Level 7

Working It Out is a unique, specialist service for Lesbian, Gay, Bisexual, Transgender, gender non-binary and Intersex people (LGBTIQ+) and their families across Tasmania. We are proud of our reputation as an inclusive, community-driven organisation respected by our members and other key stakeholders.

WIO is a values-based organisation which offers flexible hours and a welcoming team environment with diligent and committed colleagues in a challenging area.

We are an equal opportunity employer – we value and celebrate diversity in all its forms, and encourage people of all backgrounds, abilities, ethnicities and cultures to join us in our work.

Position Summary

You will be expected to:

1. Manage WIO's fee-for-service professional learning, community engagement and communications, alcohol and other drugs programs, and other specific programs as assigned, including oversight of recruitment of relevant staff and program budgets.
2. Monitor, deliver and report on program key performance indicators in relation to areas of responsibility.
3. Oversee the design and development of WIO's professional learning products and services.
4. Develop policies and procedures to improve WIO's service delivery in areas of responsibility.
5. Provide advice and advocate to government and the broader community services sector and community on matters relating to assigned program areas.
6. Contribute to the leadership of WIO, including providing input and advice in relation to overall operations, strategic planning and management of the organisation.
7. Deputize for the CEO as required.
8. Assist with writing grants and funding submissions.
9. Work collaboratively and respectfully with all WIO team members across the state.

10. Perform other activities as negotiated. We may also assign you other duties, where reasonable for your position, training and experience.

Selection Criteria

1. Degree level qualifications or higher in relevant field/s or an equivalent combination of qualifications and experience.
2. Demonstrated understanding of the lived experience of lesbian, gay, bisexual, transgender, intersex, queer and questioning and asexual, aromantic and agender Tasmanians across all age demographics.
3. Previous management experience and the ability to lead a team in a positive, effective and trauma aware manner.
4. Experience in program and organisational promotion, marketing, communications and stakeholder management.
5. Experience in developing and delivering workplace training and professional learning.
6. Ability to support organisations through cultural change in a range of different contexts and sectors.
7. The ability to contribute to high-level strategic and operational planning.
8. Demonstrated excellence in IT, time management and organisational skills.
9. Excellence in written, verbal, interpersonal and presentation skills.
10. Capacity to work both autonomously and as part of a team.
11. A current Driver's License and the ability to travel.

Cultural fit

The successful applicant must align with the mission, vision and values of Working It Out (see pages 4-5).

Conditions of employment

1. Terms and conditions of employment will be based on the SCHADS Award Tasmania.
2. The WIO Code of Conduct reflects and informs the mission, strategic direction and policies of WIO and is based on the organisation's key values. The code of conduct specifies the standards of behaviour expected of all WIO staff in order to nurture a positive workplace culture.

3. All staff must preserve confidentiality of any information from the organisation's documents, verbal communication, or from any other source which relate to the organisation's business, staff or service users.
4. The successful applicant will be asked to undergo a national Police check and a working with vulnerable people check.

How to apply

For further information contact Olivia Hogarth on 0415 372 193.

To apply please provide a cover letter/statement of no more than 2 pages addressing how and why you are suited to this position, and a CV/resume with the names, contact details and relationship to two referees.

Expressions of Interest should be sent to:

Olivia Hogarth, Chief Executive Officer
ceo@workingitout.org.au

By 11:59pm Tuesday June 23, 2026.

Our Culture

At Working It Out our aim is to welcome and engage with all those who access the service. We recognise that the culture of the organisation is integral to its success as a community owned and driven provider.

Respect strengths, capacity and uniqueness

- We acknowledge, celebrate, hear and affirm all people's unique experiences and knowledges from the first point of contact with Working It Out
- We respect the unique qualities of our staff and what their lived experience adds to Working It Out as a whole
- We believe in, and work with, people's innate strengths, capacities and experiences
- We acknowledge that what it means to be LGBTIQ+ has and is changing, affected by theoretical trends, political, social, cultural and environmental change and context
- We are mindful of our use of language and the power of language to include or exclude

Work collaboratively for systemic change

- We resist 'us/them' and 'expert/client' mentalities across all aspects of our work
- We seek to work collaboratively with all people who engage with Working It Out
- We support people to locate struggles within social structures and systems, not within the individual
- We challenge systems and structures in a careful and strategic way that aims for long-term change
- We see service-users as fellow community members, not 'cases'
- We see people accessing professional learning as experts in their field seeking support to provide inclusive services
- We see parents, partners and families as people who know their child, sibling or partner and who generally want the best for them
- We have been, and remain committed, to being part of collective social and systemic change
- We are mindful and critical of our power and the relationships of power that we are implicated within
- We are committed to providing support and engaging with people and communities in a way that is consistent across our organisation, reflective of our shared values
- We respect the role of mainstream clinical and case-management services, Government departments and educational institutions.

Work within the Tasmanian context

- We provide interactive, supportive and engaging learning opportunities within the Tasmanian context
- We provide short-term, strengths-based, non-clinical support to LGBTIQ+ people, their friends and families
- We provide support to LGBTIQ+ people that is not accessible through mainstream services and supports
- We provide professional learning programs in inclusive service delivery which are not otherwise available

- We are proud of our reputation and are committed to maintaining it
- We respect that Tasmania is comprised of many population groups, with diverse needs, desires and histories
- We respect the Tasmanian context and its complexity, while recognising that we are also part of it, and subject to its unique characteristics, issues and histories

Respect and learn from our history

- We respect our LGBTIQ+ community elders, their experiences and their contributions
- We respect that how we work is a result of why and how the organisation was founded, and 20+ years working in the Tasmanian context
- We continue as a government funded organisation, valued because of the way that we work, which is specific and unique
- As an organisation, we have survived by working strategically and remaining focused on long-term change over short-term political outcomes

Respect our capacity and limitations, while remaining focused on the future

- We are open to change but acknowledge that organisational change must be measured and ongoing
- We respect that we cannot be all things to all people, and that the need will always be greater than what our resources allow us to do
- We are committed to ensuring that our work and the organisation is sustainable over the long-term
- We will continue to advocate for increased resources and where possible, seek out additional avenues of funding, within our capacity
- We acknowledge that our core services (support and education) and the funding to do this provide the foundation of everything that we do
- We support service users around LGBTIQ+ identity(s) and experience. If service-users are negotiating issues such as housing, Centrelink/welfare, medical issues, mental health services, legal advice, financial issues, we provide basic referral to mainstream supports, while continuing to support them negotiate things related to LGBTIQ+ identity and experience. Where these complexities do arise, we locate these within social structures and systems, rather than individual deficits.
- Our policy and practices should be congruent with our organisational culture, ethos and values - if not, we want to know about it and discuss it as an organisation, while recognising that some values/practices remain fundamental to our organisation and the way we work