

Key position information		
Job Title Program Launch Manager (Enablement)	Position Reports To	CEO
Incumbent New Position	Location Remote / Hybrid	
Date Update 12 December 2025	Job Description X New Updated	FTE 1.0
Vision		
<p>That Kids Hope Mentoring is available to every Aussie Kid that needs it.</p> <p>“It takes a village” - To Become “The Kid’s Hope Village”.</p> <p>To see ‘The Church’ more deeply engaged so that vulnerable children know their worth.</p>		
Mission		
<p>Kids Hope (KH) is Australia’s largest early intervention, school-based mentoring program, transforming the lives of vulnerable children in primary schools since 2004. Our mission is simple yet powerful: to bring hope and positive change by connecting local communities with children who need support the most. We strive to become a volunteer led, staff supported organisation.</p> <p>At the heart of Kids Hope is a strong partnership between local schools and churches, working together to provide one-on-one mentoring for children identified by their schools as needing extra care. This program is more than just reliable - it’s trusted, effective, and life-changing. Schools choose Kids Hope because they see real results. Parents value it because they witness the difference it makes. But most importantly, children flourish because someone believes in them.</p> <p>Through Kids Hope, we nurture emotional, social, and academic growth, building resilience and confidence in children so they can thrive in school and beyond. We want to make Kids Hope accessible to every church that is willing and any school that needs it. Our vision is bold and clear: we dream of a future where every primary school in Australia has access to Kids Hope, so that every child can experience hope and a brighter future.</p>		
Role Purpose		
<p>The Program Launch Manager (Enablement) is a key driver of growth for the Kids Hope network. This role has a dual focus:</p> <ul style="list-style-type: none"> • Personally managing a portfolio of new programs • Act as the subject matter expert for training. • A key component of this role is to own the design, delivery, and continuous improvement of scalable digital resources and training content that empower all partners to launch successfully and sustainably. <p>You will champion a proactive child-safe culture by equipping and empowering our partners. Your commitment to the highest standards of safety and care will be embedded in all training materials and launch processes, reflecting the belief that every child is precious. As a leader, you will act as a</p>		

role model, demonstrating behaviour that is consistently in line with this culture and ensuring all team members do the same.

Key Result Areas

- Program Enablement & Training
- Growth Strategy & Program Expansion
- Program Activation & Stakeholder Engagement
- Program Stabilisation & Handover
- Core values alignment

Key result area (KRA)	Key accountabilities and responsibilities
1. Program Activation & Stakeholder Engagement	<ul style="list-style-type: none"> • Manage the activation pipeline for a portfolio of new programs, from initial enquiry to finalising partnership agreements. • Personally facilitate high-level meetings between school and church leadership to build strong foundational partnerships. • Serve as the primary relationship manager for new partner schools and their church partners throughout the entire first 12 months from launch to stabilisation phase, ensuring a smooth and positive partner experience. • Coordinate the recruitment, screening and onboarding of new Kids Hope Coordinators for programs in your portfolio, providing coaching and support as they establish healthy, thriving programs. • Act as the key point of accountability for initial child safety compliance for programs within your portfolio, ensuring all requirements are met before launch. • Ensure the integrity and accuracy of all data captured throughout the new program lifecycle, from initial lead to handover, maintaining high-quality records within the CRM for pipeline management and reporting.
2. Program Stabilisation & Handover	<ul style="list-style-type: none"> • Provide intensive support and oversight for each new program during its first 12 months, ensuring the program is stable and operating effectively. • Provide management with comprehensive reports at the end of each school term, detailing the progress, stability, and key health metrics for all programs within the stabilisation portfolio. • Implement a formal handover process, transitioning mature programs to the ongoing care of the Program Support team.
3. Growth Strategy &	<ul style="list-style-type: none"> • Take ownership of achieving annual targets for a personal portfolio of new program activations.

Program Expansion	<ul style="list-style-type: none"> • In collaboration with the team, contribute to a comprehensive marketing and engagement strategy to drive program activation. • Generate new leads by building and nurturing strategic relationships with key influencers, primarily within school leadership groups, and connecting them with community partners. • Represent Kids Hope at conferences and promotional events, showcasing both the program vision and the high quality training that underpins it (as required).
4. Program Enablement & Training (Specialist Focus)	<ul style="list-style-type: none"> • Lead the design, development, and continuous improvement of all training content for the school-centric program model, including digital modules, video resources, and support guides for launching new programs. • Act as the primary facilitator of Kids Hope training, delivering engaging and effective training sessions through webinars, recorded content, and potentially face-to-face events. • Manage the Learning Management System (LMS) to ensure a seamless user experience, drive learner engagement, and track completion rates. • Establish and manage a feedback loop with partners and the Program Launch Manager (Engagement) to ensure all training content is practical, relevant, and effective in the field.
5. Align with Kids Hope Core Values	<ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to Kids Hope Core Values in approach to work and relationships. • ‘Ignite hearts and Inspire Action’ to empower authentic engagement with the Kids Hope community.

Corporate responsibilities	
Team Member	<ul style="list-style-type: none"> • Embody the mission and values of Kids Hope in all interactions, acting as a positive ambassador. • Contribute to a supportive, respectful, and collaborative team culture focused on achieving shared outcomes. • Take personal accountability for completing work to a high standard, on time, and within budget. • Proactively engage in professional development and performance feedback processes to support personal and organisational growth.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Proactively champion the physical and psychological wellbeing of all people within the work environment. • Maintain a positive and inclusive team culture that is free from harassment, bullying, and discrimination, in line with all relevant legislation and organisational policies.

	<ul style="list-style-type: none"> • Ensure all team members understand and adhere to their compliance obligations, including Work Health and Safety (WHS), child safety reporting, and privacy. • Actively implement and seek to continuously improve upon all Kids Hope health and safety policies, procedures, and training to meet legislative requirements.
Risk & Governance	<ul style="list-style-type: none"> • Adhere to the National Principles for Child Safe Organisations, ensuring all interactions and data handling practices prioritise the safety and wellbeing of children. • Actively identify and mitigate risks associated with the partner launch process, ensuring program integrity and sustainability. • Uphold the integrity of all training content and digital resources, ensuring they are accurate, current, and aligned with Kids Hope's mission and brand guidelines. • Ensure all created content and training processes adhere to relevant data privacy and intellectual property (IP) policies and legislation. • Operate consistently in line with the Kids Hope Code of Conduct, policies, and procedures.

Key Selection Criteria

Essential:

- Demonstrated experience in achieving business development, partnership, or growth targets.
- Exceptional stakeholder engagement and relationship management skills, with the ability to influence and collaborate with diverse groups.
- Strong project management and organisational skills, with the ability to manage a process from strategy to implementation.
- Strong understanding of Australian school environments and church culture.
- Exceptional training facilitation and presentation skills, with the ability to engage diverse audiences both online and in-person.
- Experience using CRM systems (ideally Salesforce) including familiarity with managing partnership pipelines and relationship tracking.
- Proven ability to build authentic relationships and manage diverse stakeholder groups with sensitivity and professionalism.
- Strong administrative and organisational capabilities, with attention to detail and the ability to manage multiple priorities effectively.
- A positive and optimistic approach to work, with natural interpersonal skills that create welcoming and engaging environments for colleagues and partners alike.

Desirable:

- A tertiary degree in Education, Training, Marketing, Business, or Theology.

- Demonstrated experience in instructional design, adult learning theory, and content development, particularly for digital platforms.
- Experience managing or developing content for a Learning Management System (LMS).
- Proficiency with content creation tools (e.g., video editing software, LMS platforms like Thinkific).
- Knowledge and experience in NFP would be well regarded.

Values	Signature Behaviours
1) We value HOPE because hope expressed through compassion and care leads to socially and emotionally resilient children.	Therefore, we practice compassion and care in mentoring Partnerships. We encourage and celebrate; we believe in potential, and we work towards a positive future for every child.
2) We value TRUST because trust is the foundation of authentic and safe Partnerships.	Therefore, we are reliable, committed, faithful and trustworthy in our mentoring Partnerships.
3) We value EXCELLENCE because quality programs lead to positive outcomes for children.	Therefore, we are evidence- and research-based. We value expertise and innovation. We train and support our mentors.
4) We value COMMUNITY because working in local partnerships leads to stronger social outcomes for children.	Therefore, we work through community partnerships connecting schools and churches. We focus on scalability and simplicity because there is an urgency to reach all children.

Sign Off	
Employee Name	Manager
Employee Signature	Manager Signature