

Position Title	Program Leader – Gold Coast Choir	
Location	Gold Coast, Queensland	
Dimension & Scope		
Organisation Scope	<p>Upbeat Arts exists to improve the lives of adults living with mental illness through inclusive, high-quality creative arts programs. While our primary focus is supporting people with mental health challenges, we also welcome participants who may be experiencing social isolation, disadvantage, homelessness, domestic and family violence, or substance dependency.</p> <p>Our Program Leaders work with professional artists to deliver choirs and creative writing groups that foster confidence, creativity, and connection. Research shows that regular participation in these activities enhances mental health, builds social skills, and strengthens a sense of belonging through learning, collaboration, and the joy of performance.</p>	
Purpose & Objective	<p>As the Program Leader, you will lead and facilitate our Gold Coast Choir, engaging with the local community, building membership, and delivering high-quality programs of learning and performance. Working closely with our teams, you will ensure programs are inclusive, empowering, and responsive to the needs of our members.</p> <p>This role plays a vital part in fostering connection, creativity, and wellbeing through regular, person-centred arts experiences.</p>	
Reporting Relationship(s)	Direct	State Program Lead
	Secondary	General Manager
	Direct Reports	<ul style="list-style-type: none"> Choir Conductor Choir Accompanist
	Indirect Reports	Program members, their carers/support staff & volunteers
Key Relationships	Internal	Board members of Upbeat Arts Artistic teams Operations staff, choir members, support staff and volunteers Mental Health Mentor Marketing Lead
	External	Queensland Health Mental Health Services and Non-Government Organisations in the Mental Health Sector Venue management Local government and community groups
Key Responsibilities		
Staff, volunteers and members and their carers	Artistic Staff <ul style="list-style-type: none"> Recruitment of Gold Coast artistic staff in conjunction with Upbeat Arts General Manager and State Artistic Lead – Culture and Quality 	

	<ul style="list-style-type: none"> • Onsite inductions and training <p>Volunteers</p> <ul style="list-style-type: none"> • Launch recruitment drive as required to maintain adequate number of volunteers as needed for rehearsals and events • Interview suitable applicants • Conduct reference checks • Activate online onboarding • Conduct onsite inductions and training • Prepare rosters for kitchen teams • Ensure Blue Cards are current <p>Members and Carers/Support Staff</p> <ul style="list-style-type: none"> • Ongoing recruitment of members through agencies via emails, newsletters, phone calls, site visits • Welcoming of members and their support staff/carers • Preparation of weekly email communication to maintain commitment, provide motivation, and support • Support and encourage members to achieve their goals • Referral of members back to their agency/emergency contact as required <p>Support and Communication</p> <ul style="list-style-type: none"> • Accurate and timely dissemination of information • Maintain quality customer contact and attendance records for all involved, including incident reports, feedback and file notes • Conflict resolution
Financial	<ul style="list-style-type: none"> • Purchase of supplies for program delivery • Maintain accurate records of all expenditure
Rehearsals and Events/ Performances	<ul style="list-style-type: none"> • Attendance at weekly rehearsal to be the lead liaison point for all involved and provide assistance as required • With the General Manager and Artistic Team, develop and agree annual performance plans for Gold Coast programs and events • Logistical management of individual concerts in conjunction with artistic staff • Venue hire; staging; technical requirements; staffing (paid and volunteer) • Communication of all aspects to all affected parties • Source opportunities to perform • Set up online ticketing processes • Invitations to VIP's as required • Manage and quote on performance enquiries • Arrange transport options for performances, if required
Stakeholder Engagement	<ul style="list-style-type: none"> • Attend local sector meetings • Build internal and external networks through collaboration with community service providers and other government agencies to support best practice outcomes for our members • Liaison and development of relationships with partners and other stakeholders
Business Development & Outreach	<ul style="list-style-type: none"> • Contribute new ideas, including quality practice improvements, business process refinement and service delivery implementation of policy decisions

	<ul style="list-style-type: none"> • Represent Upbeat Arts through public speaking to business and community groups • Evaluate activities
Marketing and Promotion	<ul style="list-style-type: none"> • Promotion of Upbeat Arts and its services to Mental Health Sector • Promotion of Upbeat Arts concerts/special events • Articulate the vision of Upbeat Arts to volunteers, artistic team and members and their carers/support staff • Provide public relations and marketing support to programs and to major Upbeat Arts events • Respond to enquiries promptly and efficiently
Reporting	<ul style="list-style-type: none"> • Preparation of quarterly reports • Review quarterly feedback reports from members and their carers/support staff • Review annual feedback reports from volunteers • Incident reporting
Critical Competencies	
Leadership & Teamwork	<ul style="list-style-type: none"> • Able to coach, direct and organise teams and individuals • Handle multiple tasks and duties simultaneously, prioritising as needed • Able to set goals and clearly articulate expectations • Tolerant and respectful of all others, regardless of backgrounds or capabilities • Skilled at dealing with stakeholders and delivering a compelling message • Composed, open, friendly and approachable • Able to effectively manage conflict
Organisational skills	<ul style="list-style-type: none"> • Highly organised, with good attention to detail • Able to work to agreed timelines
Commercial	<ul style="list-style-type: none"> • Accountable at all times • Financially competent and able to prepare and run to agreed budgets
Safety/Compliance	<ul style="list-style-type: none"> • Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour • Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken, in order to ensure high quality, safe services and workplaces
IT, Media and Communications	<ul style="list-style-type: none"> • Computer literate, and proficient in the Microsoft Suite of programs: Word, Excel, PowerPoint, OneDrive, Outlook • Proficient in social media and website management (desirable) • Well-developed interpersonal, verbal, and written communication skills, and the demonstrated ability to work effectively in a team environment
Personal Attributes	<ul style="list-style-type: none"> • Warm, empathetic, and person-centred in approach • Creative and flexible, with the ability to adapt to changing needs • Passionate about the role of the arts in wellbeing and community connection • Committed to inclusivity and celebrating diversity • A natural collaborator with a can-do attitude

Qualifications

Minimum Requirement

- Relevant Tertiary Qualification e.g., Community Services, Human Services, Social Work, Business Administration or related discipline and/or demonstrated experience in the mental health sector
- Demonstrated knowledge and experience in working with a diverse client group including people experiencing mental illness, and their carers/families
- Demonstrated experience in the mental health sector, networking and working collaboratively with external service providers to plan and provide consistent, responsive, and appropriate client focused services
- First aid certificate (or ability to obtain one)
- Mental Health First Aid certificate (or ability to obtain one)
- Blue Card (or ability to obtain one)

Experience & Conditions

Minimum Requirement

- Leadership and administration experience (min 5 years in an appropriate organisation)
- Experience in a leadership role within the Mental Health sector an advantage

Work Hours

- 8 – 12 hours per week. Flexible work schedule, based around the agreed weekly rehearsal time for the choir
- Choir operates 45 weeks per annum

Transport

- Hold a current C Class drivers licence
- Ability to use your own insured vehicle
- Occasional travel to Brisbane required