

**BLACKHEATH AREA NEIGHBOURHOOD CENTRE INC.  
POSITION DESCRIPTION**

<b>Position</b>	<b>BANC Access Coordinator</b>
<b>Office location</b>	110 Wentworth Street, Blackheath NSW 2785
<b>Accountability and reporting</b>	This position reports to General Manager
<b>Directly supervises</b>	BANC Access Support Coordination Team Leader, BANC Access Plan Management Officer, BANC Access Service Delivery Team Leader
<b>Internal liaisons</b>	BANC Access Support Workers, General Manager, Finance Manager, Neighbourhood Centre Coordinator, BOOSH Coordinator
<b>External liaisons</b>	Community members, local government, community and disability services organisations, Local Area Coordinators, National Disability Insurance Agency, National Disability Insurance Scheme Quality and Safeguards Commission
<b>Conditions of employment</b>	SCHADS Award Level 5
<b>Hours of employment</b>	21 hours per week
<b>Status of position / Position duration</b>	Permanent, part-time. Occasional out of core hours work is required.
<b>Organisation context</b>	Blackheath Area Neighbourhood Centre (BANC) is a multipurpose not-for-profit community-based organisation servicing the Upper Blue Mountains. Services include out of school hours care, NDIS services, and Neighbourhood Centre. BANC values are Inclusive, Fair, Professional, Committed, Responsive, Innovative. BANC is the heart of creative, inclusive services that support the sustained well-being and resilience of its community.

<p><b>Position objectives</b></p>	<p>This position is responsible for the operations of BANC Access, subject to the policies, strategic objectives and budget parameters established by the Board, makes all operational decisions. Policy states the level of delegations that apply to this position.</p> <p>The position is responsible for ensuring BANC Access functions effectively and efficiently each day, in partnership with staff. The position will:</p> <ul style="list-style-type: none"> <li>• Lead and manage the team of staff to ensure that BANC Access continues to be responsive to need</li> <li>• Ensure facilities are safe, welcoming and functional</li> <li>• Ensure services are delivered within budget</li> </ul>
<p><b>Judgement and decision making</b></p>	<p>This is a leadership position, responsible for the day-to-day management of BANC Access. This position requires the ability to make decisions and solve problems based on BANC Policy and Procedures and delegations provided by the General Manager. The position is responsible for the management of staff and facilities.</p>
<p><b>Duties and responsibilities</b></p>	<ol style="list-style-type: none"> <li>1. Ensure the BANC Access team delivers high quality, evidence-based programs and services that make a measurable and positive difference in the lives of people with disabilities.</li> <li>2. Lead and manage the team of staff to ensure that BANC Access continues to be responsive to the needs of participants.</li> <li>3. Ensure that quality services are provided through a team of staff who are well managed, feel valued and who contribute to the service and the organisation.</li> <li>4. Manage staff performance, ensuring they receive supervision, appraisal and professional development appropriate to their position and goals.</li> <li>5. Ensure needs, concerns and expectations of participants are integrated into planning</li> <li>6. Ensure that BANC Access maintains a positive public image and is well promoted so that its services are as accessible as possible.</li> <li>7. Build useful working relationships and partnerships with key community groups/organisations and leaders.</li> <li>8. Advocate on behalf of and together with the community to relevant organisations or agencies.</li> <li>9. Ensure BANC actively participates in key local networks to extend the strategic goals of BANC Access and the organisation.</li> <li>10. Ensure compliance with funding contracts</li> <li>11. Ensure BANC Access delivers services and programs in accordance with the NDIS Practice Standards and NDIS Code of Conduct</li> <li>12. Manage NDIS registration for BANC Access, and ensure the service complies with ongoing Quality and Safeguarding requirements</li> <li>13. Oversee effective and efficient administrative and financial management systems</li> </ol>

	<p>14. Contribute to the development and review of BANC policies and procedures to ensure they support the safe and professional delivery of services.</p> <p><b>BANC duties</b></p> <ul style="list-style-type: none"> <li>• Comply with all BANC policies and procedures</li> <li>• Act according to the BANC Code of Conduct</li> <li>• Comply with BANC’s Work Health and Safety Policy</li> <li>• Promote a positive image of BANC to members of the public</li> <li>• Promote the service where possible, including on social media platforms</li> <li>• Contribute to the team environment at BANC and its overall aims</li> <li>• Actively participate in staff meetings, service planning, supervision and performance appraisals as directed</li> <li>• Read and respond to relevant minutes and memorandums</li> </ul>
Specialist skills and knowledge	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in a relevant degree</li> <li>2. Experience managing a team of staff</li> <li>3. Good IT skills, including knowledge of Microsoft Office</li> <li>4. Experience managing a project within budget</li> <li>5. Understanding of the context of BANC within the community, the community sector and the values required to work with disadvantaged community members</li> </ol>
Interpersonal skills	<ol style="list-style-type: none"> <li>1. Good written and verbal communication skills</li> <li>2. Excellent listening skills and the ability to earn the trust of others</li> <li>3. Time management of competing priorities</li> <li>4. Ability to lead and motivate a team of staff</li> <li>5. Understanding of confidentiality and discretion</li> </ol>
<b>Key selection criteria</b>	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in a relevant degree</li> <li>2. Good written and verbal communication skills</li> <li>3. Experience managing a team of staff</li> <li>4. Good IT skills, including knowledge of Microsoft Office</li> <li>5. Experience managing a project within budget</li> <li>6. Understanding of the context of BANC within the community, the community sector and the values required to work with disadvantaged community members</li> <li>7. Current Criminal Record Check and NDIS Worker Check</li> </ol>
<b>Date of review</b>	December 2021