**POSITION DESCRIPTION**

|  |  |
| --- | --- |
| Position | Manager |
| Reports to | Chair of the Board |
| Direct Reports | 3-4 part-time staffVolunteers and students |
| Role Classification | Level 7, Social, Community, Home Care & Disability Services Award |
| Employment Status | Ongoing, subject to continuing fundingSix-month probationary period |
| Hours | 24 per week, Wednesday to FridayFlexibility required to meet the needs of the Centre |
| Locations | Telopea and surrounding suburbsOffice at Dundas Neighbourhood Centre, 21 Sturt Street, Telopea, NSW 2117 |

**OVERVIEW OF DUNDAS AREA NEIGHBOURHOOD CENTRE**

The Dundas Area Neighbourhood Centre (DANC) is a non-profit, values driven community services organisation. We provide services and programmed activities that are meaningful, engaging, empowering and culturally respectful for individuals and families across Dundas and surrounding suburbs.

We are proud to be a reliable hub of support within our wider community by facilitating access to essential services and providing opportunities for connection in our premises, including a community garden. We act as a bridge to local support agencies, facilitating community consultation and enabling engagement to improve the wellbeing and safety of our community.

The centre’s main focus is on activities for children, youth, parents and carers, but there are also many programmed activities for adults of all ages. The centre’s staff provides a community support service offering assistance to residents in need. In addition to paid staff, the centre has many volunteers in a variety of roles and provide training to tertiary students who join DANC as interns.

The governing body of DANC is a volunteer Board comprised of local residents with strong commitment to locally based community services, and relevantly skilled interested individuals. DANC receives funding from the NSW Department of Communities and Justice (DCJ).

Our goal is to always be at the heart of our community, bringing people together, offering support, building relationships, teaching life skills and improving life opportunities. We do this by delivering *Targeted Earlier Intervention* programmed activities run by staff and experts as well as making our centre available for recreational activities, including staff supervised school holiday activities, and by organising community events and consultation.

Our values are: Inclusiveness, Collaboration, Integrity and Adaptability.

**OVERVIEW OF THE ROLE**

The Manager oversees the development and delivery of community programs as well as managing all aspects of day-to-day operations.

**KEY RESPONSIBILTIES**

**Operations Management**

* Collaborate with the Board in developing and managing strategic objectives.
* Develop the operational plan and ensure that the Centre’s day-to-day operations occur in a safe, inclusive environment and meet agreed funding requirements.
* Collaborate with the Board to maximise funding opportunities through grant applications, sponsorship and donations and develop the required submissions and related paperwork
* Provide support to the Board, including advice on developments in the sector and the impact on the centre’s policies and procedures, and relevant new legislation and regulation.
* Work with treasurer and bookkeeper to ensure that expenditure stays within budget parameters and financial records are kept accurately.
* Oversee the administrative functions that enable the centre team to meet the organisations goals.
* Manage all communications channels including website and social media.
* Monitor that DANC policy and procedures are observed by all staff and updated regularly.

**Human Resources**

* Recruit, train and manage staff to deliver DANC’s programmed activities and services as set out in funding contracts and agreements.
* Support staff to achieve and maintain agreed standards of work performance by providing guidance, direction, regular supervision, appraisals and professional development opportunities.
* Promote staff cohesion and morale by providing a healthy and safe work environment.
* Lead staff in the development, management, and delivery of services in collaboration with other community organisations and service providers.
* Lead staff in evaluating services outcomes and recording these outcomes in DEX (or equivalent) as part of TEI reporting requirements.
* Support staff to provide advocacy and support, facilitate employment pathways and build skills through programmed activities and workshops for community members that meet TEI outcomes.
* Develop and maintain a comprehensive volunteer manual.
* Recruit, train and manage volunteers to support delivery of DANC’s programmed activities and services and admin functions of the centre.
* Support and manage student interns from relevant education providers by providing supervision and community work opportunities.

**Program Management**

* Maintain up-to-date knowledge of TEI funding and its application to the DANC strategic plan.
* Overall responsibility for development and implementation of services and activities to meet funding requirements and community need.
* Overall responsibility for accurate collection of data and other information required for accountability, evaluation and reporting internally and externally.
* Ensure that accurate records are kept by all staff including client documentation and other data required for DEX (contract management/acquittal).
* Responsible for accurate communication about DANC, its programmed activities and events, and ensure that DANC’s public image is positive.
* Ensure that DANC is equipped to provide information, advice and referral to the community efficiently.
* Oversee expansion of the self-managed social groups to provide social opportunities for a range of residents.

**Community Development**

* Develop strong networks and partnerships to strengthen overall outcomes for DANC and the community.
* Ensure that DANC’s co-operation with other organisations is documented, e.g. MOU, partnership agreements etc.
* Facilitate, host and participate in sector planning activities and networking sessions.
* Respond to and appropriately manage complaints.

**SELECTION CRITERIA**

*Essential Criteria:*

* Tertiary qualifications in social work
* A commitment to social justice and the principles of diversity, equity, inclusion and belonging.
* Substantial experience in the NFP sector within in child, youth and family services
* An inclusive, collaborative and values-led approach to leadership with effective people management skills
* Ability to create a cohesive team of staff and volunteers
* Strong operational skills including financial management, funder reporting and acquittals, data management, contract management and administration
* Knowledge of organisational governance and risk management
* Demonstrated experience in stakeholder management
* Well-developed communication and interpersonal skills with the ability to interact with a wide range of people, including culturally and linguistically diverse communities and people with disability
* Solid business writing skills
* Proficiency in Microsoft Office 365, in particular Excel, Word, PowerPoint and Outlook and social media
* Demonstrated commitment to learning and development for staff and volunteers.
* The flexibility and availability to attend to ad hoc duties on non-working days when required

*Other Essentials:*

* NSW Working with Children Check
* National Police Check
* Current NSW driver’s licence

*Desirable:*

* Qualifications/experience in two or more of the following:
* Parenting programs
* Children’s issues
* Youth issues
* Indigenous issues
* Working with disadvantaged communities
* Working with vulnerable families
* Experience in DCJ TEI reform and relevant legal frameworks