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| **Position Information** |
| **Position** | Mura Lanyon Youth and Community Centre Manager |
| **Date approved**  | June 2020 |
| **Program** | Community Services |
| **Supervisor** | Executive Director Community Services |
| **Location** | Mura Lanyon Youth and Community Centre |
| **Hours of work** | 30 – 38 hours per week |
| **Salary** | YWCA Canberra Grade 5 or 6, dependent on experience (equivalent to SCHADS Level 7 or 8) |
| **General Conditions of Employment** |
| * YWCA Canberra Enterprise Agreement 2018-2021.
* Appointment is subject to obtaining and maintaining a satisfactory Working With Vulnerable People check (at own cost). If the Working with Vulnerable People card is more than 3 months old, a Police check will be required (at own cost).
* Appointment is subject to maintaining satisfactory working rights in Australia.
* All YWCA Canberra policies and procedures will apply.
* Subject to a 6 month probation period
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| **Position Statement** |
| The Mura Lanyon Youth and Community Centre Manager works in collaboration with the community and YWCA Canberra team to ensure the effective and efficient operation of our vibrant, innovative and client-centred Youth and Community Centre in Canberra’s Lanyon Valley.This diverse and challenging role involves:* Coordination of various programs that operate out of the Centre, such as the Food Hub and community groups
* Facilities management of the Centre
* Oversight of YWCA Canberra’s award-winning youth engagement team, including YWCA Canberra Computer Clubhouse
* Supervision and development of centre staff and volunteers
* Building and maintaining key stakeholder relationships, including local residents, schools and other community services
* Representing YWCA Canberra and the Centre in the local community and to stakeholders
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| **Responsibilities** |
| Duties | This leadership role is responsible for ensuring the Centre operates as a best practice Youth and Community Centre that is accessible and welcoming to all. The diverse responsibilities of the role are divided across programs, services and functions, including, but not limited to:**Community Centre management**The role is the first point of contact for the Centre, and as such, is required to:* Oversee general maintenance of the Centre and ensure Territory and Municipal Services’ requirements are adhered to
* Open the Centre out of hours (when required)
* Deal with Centre issues and incidents (e.g. security)
* Ensure Work Health & Safety policies and procedures are adhered to and perform risk assessments as necessary
* Ensure manuals for the Centre are up to date and available for use
* Manage Centre and program budgets
* Oversee the maintenance and management of the bus
* Maintain strong relationships with stakeholders and funding providers.

**Youth Engagement** * Manage and develop the Centre’s youth services staff, including supervision of two senior youth engagement officers and oversight of the Computer Clubhouse
* Represent YWCA Canberra at events, meetings and conferences
* Facilitate and participate in planning days to ensure innovative and original programming, as well as oversee all Centre programming and reporting
* Ensure staff complete training appropriate to their roles and have opportunities to develop
* Oversee staff schedules and provide support so that programs operate effectively
* Act as backfill for youth engagement and Computer Clubhouse as required

**Community Development** The role works in partnership with the Network Coordinator to:* Develop strong relationships and provide support to all frequent users of the Centre, including assistance with administration
* Organise community events, including fundraising
* Collect data for Government/donor reporting, and the evaluation of programs and events
* Forge and maintain partnerships with Government and non-Government organisations

**Food Hub** * Develop and maintain strong relationships with food suppliers from ACT and NSW
* Interact with and provide support to clients who access the Food Hub
* Lead and manage Food Hub volunteers and provide appropriate training and support
* Manage the Food Hub budget, oversee accounts and ensure supplier invoices are processed on time
* Ensure the Food Hub is well stocked through the weekly ordering of food (or as required) through National Food Bank and ensuring it arrives on time
* Set up Food Hub on days it is open to clients
* Collect data to report on our funding grant to the Department of Social Services

**Administration**The role works closely with, and provides leadership, supervision and support to a part time administration officer. Responsibilities may include, but are not limited to:* Coding accounts and processing invoices
* Taking bookings to hire parts of the Centre and the bus
* Data entry and provision of data for reporting purposes
* Ensuring general maintenance of the Centre and bus, including hall set-up and pack-up
* Providing administrative support and acting as a conduit for other YWCA Canberra and community programs that work out of the Centre

Other tasks as required |
| **Selection Criteria** |
| **Qualifications** | * Relevant tertiary qualifications and/or experience in community development
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| **Knowledge and Experience** | * Experience and understanding of community development principles and practices
* Experience in working with people from diverse backgrounds, and an understanding of access and equity issues, principles and practices
* Experience in team leadership and creating a high-performance work culture in a community sector context
* Experience successfully applying for, implementing, monitoring and reporting on government and philanthropic funded projects
* Understanding of or experience in high quality customer service and facilities management
* Sound financial management and budgeting skills
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| **Capabilities and Behaviours** | * Demonstrated communication skills, including well developed written skills and strong interpersonal and negotiation skills
* Ability to develop relationships with key stakeholders and represent the organisation in a professional manner
* Demonstrated entrepreneurial approach and strategic thinking skills
* Flexible and adaptable
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| **Other Requirements** | * Ability to work within the philosophy of the YWCA Canberra
* Ability to work flexible hours, including evening and weekend work if required
* Computer literacy
* Current full driver’s license and access to vehicle with comprehensive insurance during working hours (if required)
* A current Working with Vulnerable People Registration
* Australian Citizenship or suitable rights to work in Australia
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| **Authorisation**  |
| **Acknowledgement by Incumbent** | Signature:Name:       | **Date** | Click here to enter a date. |
| **Executive Director** | Signature:Name:       | **Date** | Click here to enter a date. |