

# Avenue

## POSITION DESCRIPTION

<b>Job Title</b>	Assistant Manager	<b>Division / Location</b>	Avenue Management
<b>Date Updated</b>	September 2019	<b>Career Band</b>	Management
<b>Reporting &amp; Requirements</b>	<ul style="list-style-type: none"> <li>● <b>Reports to:</b> Avenue Manager, Avenue General Manager (GM)</li> <li>● <b>Direct Reports:</b> Social Coordinator/s, Team Coordinator/s, Learning Coordinator/s, Senior Support Worker/s, Support Worker/s.</li> <li>● <b>Member of:</b> Avenue Management Team</li> <li>● <b>Required to:</b> Limited Sydney based travel.</li> </ul>		
<b>Role summary</b>	<p>The Assistant Manager is responsible for managing and overseeing every aspect of the Avenue Co-Working Space. The Assistant Manager must apply high-level administration, operational, people management and leadership skills to drive a committed workforce to deliver best practice supports for people with disability.</p> <p>Key areas of accountability include:</p> <ul style="list-style-type: none"> <li>● Operations Management</li> <li>● Leadership and People Management</li> <li>● Participant and Family Relationship Management</li> <li>● Strategic Planning and budgeting</li> <li>● Reporting</li> <li>● General Duties</li> </ul>		
<b>Reporting &amp; Requirements</b>	<ul style="list-style-type: none"> <li>● <b>Reports to:</b> Avenue Manager, Avenue General Manager (GM)</li> <li>● <b>Direct Reports:</b> Community Engagement Lead, Social Coordinator/s, Team Coordinator/s, Learning Coordinator/s, Senior Support Worker/s, Support Worker/s.</li> <li>● <b>Member of:</b> Avenue Management Team</li> <li>● <b>Required to:</b> Limited Sydney based travel.</li> </ul>		

<b>Core accountabilities</b>	
<b>Operations Management</b>	<ul style="list-style-type: none"> <li>● Assist the Manager to manage Avenue's operating environment in alignment with Fighting Chance Shared Services (SS) and Avenue GM's guidance to enable streamlined and efficient delivery of Avenue programs and services, including:               <ul style="list-style-type: none"> <li>○ Maintenance, administration and roll-out of policies and procedures</li> <li>○ Oversight of workplace health and safety procedures and reporting</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>o Oversight of all industry codes, compliance, and relevant legislation that impact on service and program delivery</li> <li>o Manage the Client Management System for Avenue Frenchs Forest including:             <ul style="list-style-type: none"> <li>▪ Entering and maintaining all participant and staff information and records</li> <li>▪ Producing and reviewing reports on billing (and other areas) to approve data entered by the Coordinators and other staff</li> <li>▪ Taking a proactive approach to managing the Client Management System to ensure it meets the needs of the Co-Working Space and a growing organisation</li> <li>▪ Undertake rostering, including maintenance of appropriate staff to participant ratios.</li> </ul> </li> <li>o Coordinate the team, internal stakeholders and any relevant suppliers to ensure the facilities are functional, well presented, and welcoming at all times.</li> <li>o Assist in overseeing the placement of any volunteers within the Co-Working Space</li> <li>o Assist in overseeing daily financial management of the Co-Working Space including budgetary obligations, petty cash, credit card reconciliation, expense claims for staff members etc.</li> <li>o Roll out of any organisation-wide initiatives, with support from SS and Avenue GM, to support a consistent approach to managing operations across the whole of Fighting Chance (e.g. contracts management, style guidelines, job description templates and recruitment procedures etc)</li> </ul>
<p><b>Program Management</b></p>	<ul style="list-style-type: none"> <li>● Assist the Manager to lead the day-to-day management of Avenue, including:             <ul style="list-style-type: none"> <li>o Generating and delegating work of the day for participants in line with the Avenue program.</li> <li>o Closely overseeing staff to ensure that all aspects of managing Avenue’s Work, Learning and Social programs are executed to a high standard</li> <li>o Complying and ensuring compliance with Avenue and Fighting Chance policies and procedures, and relevant industry codes at all times, including Workplace Health and Safety.</li> </ul> </li> <li>● On a daily basis, manage staff as per the roster, including assigning staff, managing the ratio of staff to participants, and managing staff breaks.</li> <li>● Closely oversees Staff to ensure that:             <ul style="list-style-type: none"> <li>o Participants are working on tasks that align with their personal plan goals.</li> <li>o Participants are being supported to fulfil their tasks.</li> <li>o Quality of work is high and meets quality control standards.</li> </ul> </li> <li>● Take leadership during incidents, working with staff to manage and resolve situations with participants, families and any other relevant people, and guide the team through appropriate debrief and learnings, and report back to the Avenue GM.</li> <li>● Problem solving and troubleshooting to support staff and participants in their daily work.</li> <li>● Assist in managing all administration associated with the operation of Avenue, including:</li> </ul>

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	<ul style="list-style-type: none"> <li>o Ensuring that the client management system requirements are met and adhered to.</li> </ul>
<b>Leadership and People Management</b>	<ul style="list-style-type: none"> <li>● Role model to a high standard the policies and procedures, values and leadership standards of Fighting Chance - build a 'yes'-based culture and a strong positive energy about the future of the Co-Working Space Avenue and Fighting Chance.</li> <li>● Provide end of the line people management for all issues, maturely and professionally manage any grievances, conflicts and personal issues of staff.</li> <li>● Ensure the effective management of resources (financial, technical and operational) in order to achieve our strategic objectives.</li> <li>● Ensure that all internal and external staff training and qualifications are complete and up to date.</li> <li>● Effectively select, retain and develop talent, experience and skills to help build a strong workforce.</li> <li>● Proactively lead a team, to ensure a high standard of employee engagement including daily debriefs with the team and managing fatigue/burn-out.</li> <li>● Constructively contribute and collaborate with all colleagues.</li> </ul>
<b>Participant and Family Relationship Management</b>	<ul style="list-style-type: none"> <li>● Work with the Community Engagement Lead to coordinate and host tours for prospective participants from within the Co-Working Space's catchment area.</li> <li>● Oversee new participant intake processes.</li> <li>● On a bi-annual basis, provide feedback reports to participants and families on progress against their plans/goals</li> <li>● Implement the Family Communications Plan with the support of the Community Engagement Lead, including a monthly e-newsletter.</li> <li>● Oversee ongoing support and counsel to participants and families to manage issues, grievances, feedback in relation to Avenue, but also provide support and counsel more broadly within the Fighting Chance ethos of never turning someone away.</li> </ul>
<b>Strategic Planning &amp; Budgeting</b>	<ul style="list-style-type: none"> <li>● Inspire and motivate staff, participants and families/supports and keep the Co-Working Space connected to the strategic vision of the CEO by: <ul style="list-style-type: none"> <li>o Regularly communicating any updates about our strategic direction to the Avenue community</li> <li>o Proactively contributing to the development of the Fighting Chance strategic plan, and encouraging your team to participate in the planning process</li> <li>o Supporting your team to develop work plans and KPIs that help them align their work to our strategic plan and vision and help them understand where they fit in and contribute</li> </ul> </li> <li>● With the Avenue Manager contribute to developing Avenue's annual budget and monitor and report on income and expenditure against targets.</li> <li>● Participate actively in the Avenue Management Team, proactively contributing to the development and improvement of Avenue programs and services by feeding back learnings and suggestions on a regular basis.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>● Management reporting to the Avenue GM including capacity reports, summary of WHS and Incidents, and any other reports required by the Strategic Management Group and/or Board and external stakeholders (e.g. NDIS).</li> <li>● Half Yearly Feedback Reports to participants/families against individual plans/goals.</li> </ul>

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<b>General Duties</b>	<ul style="list-style-type: none"> <li>Perform other relevant duties as directed by Avenue Management within your level of training and/or competency.</li> </ul>
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<p><b>Values and Behaviour</b></p> <ul style="list-style-type: none"> <li>Promote and role model appropriate behaviour to support Fighting Chance’s culture, performance and brand</li> <li>Actively support Fighting Chance’s commitment to the principles of diversity, inclusion and EEO</li> <li>Constructively contribute and collaborate with all colleagues</li> <li>Actively demonstrate the organisational values:             <ul style="list-style-type: none"> <li>Our community is built on inclusiveness, equality and empowerment.</li> <li>We approach everything we do with innovation and dynamism</li> <li>Our social enterprises will always be responsive, sustainable and excellent</li> <li>Our work will make a contribution and have impact</li> </ul> </li> <li>Deliver high quality work that supports our operating environment</li> <li>Demonstrate compliance with all legislation and policies and procedures</li> </ul>
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<p><b>Health, Safety &amp; Wellbeing</b></p> <ul style="list-style-type: none"> <li>Adhere to all health and safety policies and procedures of Fighting Chance and take all reasonable care that your actions or omissions do not impact on the health and safety of others.</li> </ul>
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<b>Core Competencies</b>	
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>A relevant qualification and/or 2+ years previous experience in similar program/service delivery management in the community services sector.</li> </ul>
<b>Skills and attributes</b>	<ul style="list-style-type: none"> <li>High bandwidth for multi-tasking.</li> <li>Natural aptitude for and experience in delegation and managing people.</li> <li>Excellent communication and teamwork skills.</li> <li>Total commitment to the values, behaviour and culture of Avenue and Fighting Chance.</li> <li>A passion for (and/or experience with) working with people with disability.</li> <li>Possess a working knowledge of occupational health and safety practices.</li> </ul>
<b>Other</b>	<p><b>Required to:</b></p> <ul style="list-style-type: none"> <li>Possess the right to work in Australia.</li> <li>Travel domestically on occasion, and travel within Sydney between Co-Working Spaces and Fighting Chance Shared Services.</li> <li>Possess a current satisfactory National Police Clearance Certificate and Working With Children Check.</li> <li>Possess a current unrestricted NSW driver's licence.</li> <li>Possess Provide First Aid (HLTAID003).</li> <li>Be available and willing to work at events on weekends and evenings on occasion.</li> </ul>

*This description defines the broad responsibilities of this position and may change based on organisational need.*