

**FRIENDS FOR GOOD**

**Position Description**

**State Manager**

**Friends for Good**

Friends for Good works to free people from loneliness. We provide services, including Friend Line, conduct research and carry out community education activities. Having received a grant from the Federal Government, Friends for Good is establishing Friend Line for Seniors with a state presence in Sydney, Brisbane, Adelaide and Perth, in addition to our current office base in Melbourne. State Managers in each of these locations will be tasked with the overall responsibility to grow existing and develop new initiatives.

**Position**

Title Friends for Good State Manager – Adelaide

Accountability The position is directly responsible to the CEO, Friends for Good.

Entitlements Salary and conditions are as per the Social and Community Services Award (South Australia) and Social, Community, Home Care and Disability Services Award (SCHCADS) 2010. The classification is dependent on skills and experience. Salary sacrificing is available.

Hours of Work This is a permanent part-time position of 22.5 hours per week, subject to on-going funding. Working days and times are negotiable. However, Friend Line operates outside of business hours on weekdays so flexibility is required to accommodate this. Overtime is not payable. Time in lieu can be taken with the approval of the CEO.

Place of Work Office bases are yet to be decided. It is planned that they will be close to state CBD’s. There will be a need for State Managers to travel within their state and to other state locations. All travel costs will be reimbursed.

**Tasks**

The main focus of the position is to establish new office bases, recruit appropriate staff and create a strong and vibrant Friends for Good presence. Volunteer call takers are currently based in Melbourne and additional volunteers are required to answer calls from each of the state locations.

Friends for Good plans to introduce a range of new initiatives and State Managers will be required to implement or extend services, as well as supporting one another as a national team to further the mission of Friends for Good.

The work of Friends for Good is informed by, and builds the evidence base for, our research, resources and community education activities. Therefore, it is expected that State Managers will participate and assist in these initiatives, including the collection of data and planning for conferences and symposiums.

**Specific Duties**

**Friends for Good across Australia**

1. Gain an excellent knowledge of loneliness and social isolation in Australia.
2. Conduct a property search in state CBD’s, or their close surrounds, for a suitable office space. In conjunction with the CEO, negotiate a leasing arrangement.
3. Arrange for the fit-out and furnishing of the office space and negotiate any associated contracts.
4. Take responsibility for the day-to-day operations of the FFG state office.
5. Assist in the recruitment of a Friend Line Supervisor and other staff, as required. Supervise and manage staff, including setting and monitoring performance.
6. Recruit high calibre volunteer Friend Line call taker and other volunteers, ensuring that screening and selection processes are followed
7. Provide training and orientation for volunteers, Friend Line call taker training in conjunction with the Friend Line Supervisor.
8. Keep accurate records in relation to volunteers, utilising existing FFG administrative systems.
9. Support volunteer call takers in their role, ensuring that a very high standard of service is provided to the Australian community.
10. Act as a contact person for crisis or difficult calls escalated by Friend Line call takers in the absence of the availability of Friend Line Supervisors, who will be rostered on across a national roster.
11. Organise events and activities to recognise the contribution of volunteers.
12. Design, plan. Implement and manage new initiatives, ensuring they are informed by an evidence base and developed with the needs of chronically lonely people in mind.
13. Work in partnership with other State Managers to form a strong and highly functioning team, supporting one another.
14. Assist in data collection, development of resources and community education activities.
15. Provide regular, comprehensive, reports to the CEO about all activities undertaken by the state.
16. Advertise and promote Friend Line for Seniors to appropriate groups and the general community.
17. Form close working relationships with academia, government, business and not-for profit organisations. Advocate about loneliness and the work of Friends for Good, developing funding and partnership opportunities.
18. Assist in the development and promotion of fundraising campaigns and activities.
19. Participate in networks and working groups that relate to the work of Friends for Good.
20. Undertake professional development, as agreed with the Chief Executive Officer.

**Key Selection Criteria**

**Essential**

1. An in-depth understanding of the health impacts of loneliness and social isolation.
2. Experience working in the community sector, ideally for organisations assisting disadvantaged groups.
3. Demonstrated experience in managing services and staff teams to a very high standard.
4. Excellent written and verbal communication skills.
5. Excellent organisational and administrative skills.
6. Experience managing or supervising volunteers.
7. Project management or service design skills.
8. A degree in community development, social sciences or a related field.

**Desirable**

1. Experience working in partnership with other organisations or networks.
2. Experience designing and providing training.
3. Experience undertaking successful fundraising activities or campaigns.
4. Public relations and/or experience working with the media.