

Avenue

POSITION DESCRIPTION

Title	Co-Working Space Manager	Date	September 2020
Reporting	<ul style="list-style-type: none"> • Reports to: Regional Manager • Direct Reports: Assistant Manager, Community Engagement Lead, Social Coordinator/s, Team Coordinator/s, Learning Coordinator/s, Senior Support Worker/s, Support Worker/s. 		
Role Summary	<p>The Manager is responsible for managing and overseeing every aspect of the Avenue Co-Working Space. The Manager must apply high-level administration, operational, people management and leadership skills to drive a committed workforce to deliver best practice support for people with disability.</p> <p>Key areas of accountability include:</p> <ul style="list-style-type: none"> • Program and Operational Management. • Leadership and People Management. • Stakeholder Liaison & Relationship Management. • Strategic Planning and Budgeting. • Reporting and Risk. • Values and Behaviour. • Health, Safety and Wellbeing. 		

Core Accountabilities	
Program & Operational Management	<ul style="list-style-type: none"> • Ensure the facilities are functional, well presented and welcoming at all times. • Lead the day-to-day management of Avenue, including staff rostering to ratios, participant task generation and compliance with organisational policies and procedures.. • Manage all administration associated with the operation of the site, including reporting, adequate management of the client management system, billing information, progress towards goals and improvement identification. • Support best practice principles to ensure a positive, supportive and inclusive environment. • Ensure effective and accurate implementation of and ongoing adherence to systems and processes as they are introduced and/or updated. • Contribute to consistent improvement and feedback loops for ongoing program development. • Assist with the development, and ensure effective review and implementation of policies and procedures as they are introduced and/or updated. • Contribute to and lead the implementation of person centred tools that support meaningful participation. • Oversee new participant onboarding processes. • Ensure the effective, accurate and correct use of the client management system locally. • Ensure record keeping across all areas/functions is accurate and up to date at all times. • 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.
Leadership & People Management	<ul style="list-style-type: none"> • Role model to a high standard the policies, procedures, values and leadership standards of Fighting Chance - build a 'yes'-based culture. • Lead and develop the staff team to ensure that service delivery is participant focused. • Ensure staff actions are aligned with an individual's supporting advice (e.g. BSP) and any individual medical, health and wellbeing needs are met. • Take leadership during incidents, working with staff to manage and resolve situations with participants, families and any other relevant stakeholders.

Avenue

	<ul style="list-style-type: none"> • Guide the team through appropriate debrief and learnings. • Provide regular support, supervision and performance management of staff. • Lead local management of issues such as grievances, conflicts and personal staff issues, escalating as required. • Ensure that all internal and external staff training and qualifications are complete and up to date and that staff receive and complete ongoing training. • Oversee the placement of any volunteers or interns within the Co-Working Space. • Support staff to understand and apply policies and procedures as they are introduced and/or updated. • Effectively select, retain and develop talent, experience and skills to help build a strong workforce. • Proactively identify recruitment needs of the local co-working space, and manage the process from recruitment through to selection and induction of new staff.
Stakeholder Liaison & Relationship Management	<ul style="list-style-type: none"> • Establish strong working relationships with participants and their families/carers, allied health professionals and other stakeholders (both internal and external) to ensure collaborative, positive relationships. • Ensure strategic and overarching alignment through the implementation of effective and regular communication practices with our key stakeholder. • Oversee ongoing support to participants and their families/carers, providing advice where appropriate, resolving issues, grievances, feedback in relation to Avenue. • Escalate stakeholder relationship issues as appropriate. • Role model best-in-class standards of practice. • Oversee daily financial management of the Co-Working Space. • Work positively and collaboratively as a member of a multidisciplinary team and respect team values, and participate in learning and development opportunities.
Strategic Planning & Budgeting	<ul style="list-style-type: none"> • Contribute to the development and execution of local marketing and promotional strategies as the most senior Avenue representative locally. • Proactively contribute to the development of strategic plans and processes, and encourage the team to participate and contribute. • Ensure the effective management of resources (human, financial, technical and operational) in order to achieve strategic objectives. • Commit to consistent quality and continuous improvement principles and adherence to the set quality standards. • Collaboratively develop Avenue's annual budget and strategic targets. • Monitor and report on tracking against set strategic targets. • Implement and support strategies to attain target objectives. • Implement and adhere to organisation-wide initiatives to support a consistent approach across the whole of Fighting Chance (e.g. contracts management, style guidelines, job description templates and recruitment procedures etc).
Reporting & Risk	<ul style="list-style-type: none"> • Management reporting to the Avenue Regional Manager including summary of Incidents, and any other reports required by Management and/or Board. • Understand intake risk assessments, in order to establish strategies to be implemented within our setting that are specific to the individual. • Complete reporting requirements and participate in research, data collection, and quality assurance activities. • Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. • Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them.
General Duties	<ul style="list-style-type: none"> • Perform other relevant duties as directed by Avenue Management within your level of training and/or competency.

Avenue

Values and Behaviour

- Promote and role model appropriate behaviour to support Fighting Chance's culture, performance and brand.
- Actively support Fighting Chance's commitment to the principles of diversity, inclusion and EEO.
- Constructively contribute and collaborate with all colleagues.
- Actively demonstrate the organisational values:
 - Our community is built on inclusiveness, equality and empowerment.
 - We approach everything we do with innovation and dynamism.
 - Our social enterprises will always be responsive, sustainable and excellent.
 - Our work will make a contribution and have impact.
- Deliver high quality work that supports our operating environment.
- Demonstrate compliance with all legislation and policies and procedures.

Health, Safety & Wellbeing

- 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.
- Oversight of workplace health and safety procedures and reporting.

Core Competencies

Qualifications & Experience	<ul style="list-style-type: none">● A relevant qualification and/or previous experience in similar program/service delivery management in the community services sector.● 1 - 3 years staff management/team leadership experience.● Rostering experience for medium-sized teams.
Skills & Attributes	<ul style="list-style-type: none">● High bandwidth for multi-tasking.● Natural aptitude for and experience in delegation and managing people.● Strong interpersonal and communication skills, including the ability to work and communicate effectively with a wide variety of stakeholders.● Intermediate level Excel/Microsoft/G-Suite.● Total commitment to the values, behaviour and culture of Avenue and Fighting Chance.● A passion for (and/or experience with) working with people with disability.● Possess a working knowledge of occupational health and safety practices.● Highly developed administrative and organisational skills.
Other Requirements	<ul style="list-style-type: none">● Possess the right to work in Australia.● Travel domestically and regionally on occasion.● Be willing and able to use your own vehicle for work purposes.● Possess a current satisfactory National Police Clearance Certificate and Working With Children Check.● Possess a current unrestricted NSW driver's licence.● Possess Provide First Aid (HLTAID003).● Be available and willing to work at events on weekends and evenings on occasion.

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