

## **Community Support Services**

Position Description	
Position Title	Wellbeing Hub Manager
Program Location	Head Office
Reports To	Operations Director Community Support Services
Direct Reports	Up to 5
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 6
Community Services #1 Capability Level	Level 6
Objective	The primary purpose of the position is to identify new and implement existing program opportunities that align with community needs, with a particular focus on services for people aged between 6 and 55 years.
	This position will work closely with the Executive Director Community Support Services, the Wellbeing Hub team and Grants Manager and engages key stakeholders across the community, particularly in schools, partner organisations and government.
Key Accountabilities and Capabilities	Identify and implement effective business growth opportunities that improve the lives of members of the community aged between 6 and 55 years.
	Conduct a feasibility study of potential Wellbeing Hub services, including researching and analysing current services and available data, and current community needs. Engage key community stakeholders.
	Provide leadership, mentoring, support and guidance to enable employees to deliver quality services and programs through regular and effective supervision.
	Build effective working relationships with funding, government and other relevant stakeholder organisations.
	Ensure Wellbeing Hub services are easily accessible to all eligible clients and are delivered in a way that meets evolving community needs. Ensure clients receive a warm referral for needs not covered by Wellbeing Hub services.
	Identify opportunities for marketing, campaigns, and distribution channels that will lead to an increase in community awareness and accessing of Wellbeing Hub services.
	Evaluate Wellbeing Hub services.

Maintain accurate records, whilst adhering to ethical privacy and confidentiality principles.

Perform and model risk management principles to work practices and ensure incidents and events are appropriately reported and escalated.

Perform other duties as directed, commensurate with the skills and expectations of the role.

Selection Criteria	
Required Qualifications, Skills and Experience	Demonstrated equivalent Advanced Diploma qualifications in relevant fields such as Community Development, Project Management, or similar and a minimum of 3 years' relevant experience in a relevant role.
	Demonstrated excellent project management and program development skills.
	Significant experience developing programs that enhance the lives of community members aged between 6 and 55 years, particularly those of children and families.
	Demonstrated excellent writing skills, particularly in the area of feasibility studies, business design proposals and analysis and evaluation reports.
	Excellent research and analysis skills, including the ability to provide conceptual outlines and fully costed service delivery models.
	Demonstrated ability to build strong, mutually beneficial relationships with key internal and external stakeholders, experience working with schools is a plus.
Additional Requirements	A.C.T. Working With Vulnerable People Card Current Driver Licence and Own Car

Acceptance	
I understand and accept	Employee:
the duties and	
responsibilities as	
outlined in this position	Date:
description.	