



Introduction

North East Community Support Group Inc. (NECSG) is a multi-faceted team, working collaboratively to deliver the following programs:

- Zillmere Community Centre (ZCC)
- Zillmere Family Accommodation Program (ZFAP)
- Zillmere Young Peoples Support Service (ZYPSS)

The facility is also a hub for services provided by other agencies.

NECSG programs are funded with recurrent funding from Queensland Government.

Mission Statement

To provide innovative service delivery which reflects the changing needs of the community through:

- Inclusive and culturally appropriate processes
- Quality support programmes
- Lobbying and advocacy on behalf of centre members and groups
- Community participation
- Collaboration with Government and Non-Government organizations

1. Position Description: Team Leader

2. Primary Purpose of Position: The Position oversees, and is responsible for, the daily operation of the Zillmere Community Centre Program which is funded to provide Community support, advocacy, and education activities to community members, particularly those in vulnerable, at-risk population groups. The position is also responsible for ensuring that all programs operate in accordance with NECSG Operating standards & service agreements with funding bodies.

3. Responsible to: The Position reports directly to the Management Committee of NECSG.

4. Remuneration: Social, Community, Home Care and Disability Services Industry Award 2010 Level 6, Position is salaried, paid fortnightly, with option to Salary Sacrifice.

5. Hours: Part-time, currently 30 hours per week. Normal hours are 08:30 to 15:00 Monday to Friday. The Position will be required to attend Management Committee meetings outside of normal hours and will also be required to work outside of normal hours when necessary.

6. Core Qualities:

- 6.01. To exercise a code of personal behaviour which is relevant to Social Service Practice and based on principles of Social Justice.
- 6.02. As a result of stress or trauma experienced, clients may demonstrate behaviours that are challenging and difficult to manage for staff. Staff must always act in a professional manner being conscious of the rights of service consumers to receive services based on the principles of Social Justice.
- 6.03. Highly developed written and oral communication skills.
- 6.04. Proficiency in Microsoft Office suite including, but not limited to, Word, Excel, & Outlook.





7. Service Delivery

- 7.01. Coordinate and see to the implementation of all aspects of service delivery in the Zillmere Community Centre Program, including:
 - 7.01.01. Information, advice, and Referrals
 - 7.01.02. Intake
 - 7.01.03. Manage / Train Volunteers
 - 7.01.04. Promoting the Centre
 - 7.01.05. Networking / Liaison
 - 7.01.06. Administration
 - 7.01.07. Consultation with Management Committee
- 7.02. Oversee the collection and collation of all statistics and data required for reporting purposes and ensure accurate recording.
- 7.03. To be conversant with and work within all current policies and procedures of NECSG and Government Legislation in relation to human service delivery.
- 7.04. Ensure that service delivery and work practices of the Program are in line with NECSG policies, procedures, and professional welfare practice standards.
- 7.05. Facilitate Zillmere Community Centre in its growth and development to meet the needs of the community including future direction.
- 7.06. Engage community members and agencies to access Zillmere Community Centre and provide opportunities to develop services and facilities that reflect the needs of the community.
- 7.07. Coordinate, in consultation with Management Committee, ongoing program development through planning and other procedures.
- 7.08. Prepare, manage, and maintain the program budget, in consultation with the Treasurer and Bookkeeper, in accordance with funding body guidelines and NECSG policies.
- 7.09. Prepare, manage, and maintain the program performance measures in accordance with funding body guidelines and NECSG policies.

8. Staff Management

- 8.01. Participate in recruitment of staff and volunteers, in consultation with Management Committee and in accordance with NECSG policies.
- 8.02. Provide adequate and appropriate orientation, induction, training, support, and debriefing to program staff, volunteers, and students in accordance with NECSG policies.
- 8.03. Ensure all staff, students, and volunteers, are provided with appropriate training and support to perform their duties.
- 8.04. Support and supervise staff to meet reporting obligations, NECSG policies, and legislative requirements.
- 8.05. Perform staff performance reviews and appraisals in accordance with NECSG policies.
- 8.06. Engage students on field placement.
- 8.07. Encourage and support students on field placement. Coordinate and facilitate the workload and other activities of students on field placement in accordance with NECSG policies.
- 8.08. Facilitate staff meetings and ensure staff work collaboratively as a team.



9. Networking

- 9.01. Actively participate in relevant networks and collaborative partnerships.
- 9.02. Represent NECSG, and the program to Government, Community Agencies, and the wider community, developing links that promote quality service delivery.
- 9.03. Develop relationships with Government and non-government agencies and community that enhances the capacity of the organization, staff, and volunteers to respond appropriately to the needs of the community.

10. Governance

- 10.01. Attend Management Committee meetings.
- 10.02. Prepare and submit monthly reports to the Management Committee providing information and feedback on program issues and activities to ensure informed discussions and decision making.
- 10.03. Review, comment, and submit monthly reports from other Program Coordinators to the Management Committee to ensure informed discussions and decision making.
- 10.04. Prepare and submit periodic performance accountability reports to the Management Committee, in accordance with funding body guidelines and NECSG policies.
- 10.05. Review, comment, and submit periodic performance accountability reports from other Program Coordinators to the Management Committee, in accordance with funding body guidelines and NECSG policies.
- 10.06. Work with Management Committee to facilitate that NECSG remains a viable organisation providing services to the local community.
- 10.07. Participate, with NECSG staff and Management Committee, in the development and implementation of policies and procedures which incorporate pertinent Legislation requirements, best practice principles and minimum standards, and other sector and community standards that promote optimum service provision.
- 10.08. Research, prepare and submit proposals for funding and other submissions in consultation with NECSG staff and Management Committee.

11. Facilities management

- 11.01. To provide a safe, supportive, and welcoming environment for staff, volunteers, community, and specific program groups to access activities, program facilities and resources.
- 11.02. Oversee the organisation of necessary repairs and maintenance work to be carried out at the centre for any of its programs or general activities.
- 11.03. Oversee Room Bookings, ensuring the groups using the rooms have appropriate aims and standards in accordance with the aims and objectives of NECSG.

12. Other Duties

- 12.01. Facilitate access to current information and trends in the Human Services field that will better enable the organisation, staff, and volunteers to meet the changing needs of the community.
- 12.02. Undertake any other duties related to the position as may be determined by the Management Committee.



Characteristics of the position

- As a direct response to the trauma and distress experienced, people may demonstrate behaviours that are challenging and difficult for staff to manage. A position at this level should possess personal resilience and healthy coping strategies essential to sustain working in this environment.
- A position at this level must possess abilities to prioritize and delegate appropriately.
- A position at this level is expected to work under minimal supervision and develop policies & procedures if none exist.
- Employee at this level is expected to understand all software used in the organisation.

Selection criteria

1. Demonstrated capacity for leadership of a multidisciplinary team and/or minimum 5 years' experience in a neighbourhood centre.
2. Formal relevant qualifications (to be sighted at interview).
3. A high degree of professionalism and well-developed interpersonal skills with a capacity to build effective relationships with service providers, staff, volunteers, clients, and all levels of government.
4. Demonstrated highly developed written and oral communication and computer skills with proficiency in Microsoft Office suite including, but not limited to, Word, Excel, & Outlook as a minimum
5. Demonstrated ability to develop, plan, and achieve strategic organisational outcomes.
6. The ability to identify needs and to plan, develop, resource, monitor, and evaluate high quality programs to meet those needs.
7. Demonstrated understanding of community development principles and practice in a community centre setting.
8. Demonstrated understanding of Governance structures within a non-for-profit organisation and capacity to work effectively with, and resource a volunteer-based Management Committee.
9. Demonstrated understanding of financial management where complex and multiple funding arrangements exist.
10. Demonstrated ability to write grant applications and/or tenders.
11. Current open Driver's License and current Working with Children Positive Notice Blue card (Both to be sighted at interview).