



**NAMBOUR
COMMUNITY
CENTRE**

**PO Box 1042, Nambour Qld 4560
2 Shearer Street, Nambour Qld 4560**

Ph: 07 5441 4724 Web: nambourcc.org.au Email: reception@nambourcc.org

19th July, 2021

Dear Applicant,

Thank you for your interest in the position of Manager with the Nambour Community Centre Inc.

Nambour Community Centre is committed to social justice and collective wellbeing. We work towards this by co-designing opportunities for participation and community action that contribute to a flourishing civil society.

We are looking for an experienced dynamic Manager with a proven track record in the community services sector. You will have strong leadership skills, be flexible, decisive, creative and be able to work independently and under pressure. You would need be committed to helping community, staff, management & external stakeholders. You would need to have management style that is trusting and supportive of staff whilst setting clear expectations and boundaries too.

Please find included in this kit:

- Background information around Nambour Community Centre
- Position description information.
- Selection criteria

Please read all of the information provided in this document and if you have any further queries, contact our Chairperson, Nikita King by e-mail: committee@nambourcc.org

Applications should include: a covering letter; responses to all four selection criteria and your current resume, including the names of two professional referees. Please limit your response to each selection criteria to a maximum length of 1 page per criteria. Forward your application by email to our Chairperson, Nikita King by e-mail: committee@nambourcc.org

Please note the key dates applicable to this recruitment.

**Applications advertised Monday 19th July and close Tuesday 2nd August, 2021
Interview period during the week commencing 9th August, 2021
Capacity to commence position by end August if possible**

Please note that no late applications will be accepted, and that **receipt of all applications will be acknowledged with a reply email**, therefore if you do not receive a reply email, we have not received your application, so please resend, thank you.

Yours faithfully

Nikita King
Chairperson



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Background to Nambour Community Centre Inc.

In 1980, Gail Perry had a dream of a space where people from all walks of life could come together to share and participate in their own health, education and lifestyle. Gail's vision was born from a desire to bridge the gap between the new age, spiritualism and regular mainstream society.

The Meeting Place began as grassroots, self-help centre open to all members of the community. It was originally opened at 23 Howard Street, Nambour, which is now home to the Sunshine Coast Environmental Council.

In 1988, The Meeting Place moved to larger premises on Coronation Avenue thanks to funding from State Government and an increase in demand for services. The Meeting Place responded by providing support for the young people of Nambour, ethnic communities, disadvantaged people, young mothers and others groups whose needs were not being met by mainstream services. With a larger premise, The Meeting Place could offer more services and activities including yoga, massage, meditation, educational classes and community development resources.

In 1996, the management of the Meeting Place Community Centre (as it was known then) began fundraising for a new purpose-built community space. In 1998, Nambour Community Centre Inc was born along with a new building that still houses the centre today. The first AGM was held on 3 November 1999 and in 2008 the Nambour Community Centre celebrated 10 years of operation.

Since that period the Nambour Community Centre has gone from strength to strength by taking a developmental approach to its community and the delivery of its programs.

In 2020 the centre developed a new strategic plan; the central part of this plan are the following values:

- Be creative and innovative
- Respect people and nurture relationships
- Develop individual and collective learning
- Be accountable, add value
- Act ethically and with integrity

The work at our centre directed by the following strategic goals:

- Sustainable community action and change
- Leadership in social justice
- Best practice governance
- Transparent accountability

The funded programs currently delivered by Nambour Community Centre are:



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Thriving Families Secondary Family Support Program – Community based family support that is committed to capacity building, fostering social connections and supporting the agency of families to enact change and wellness in their own lives. What we do: case management/individual support; supported community playgroup; family and community capacity building; women centred social support; information and referral; supported mentoring (family-to-family) opportunities; parent education/monthly; monthly parent Q & A's; youth connect spaces; family led unification and access support.

Community development and support - Identifying community needs and the aspirations of individuals and groups within the local area and working with these people to progress these ideas.

Information & Referral – Providing information and referral about a wide range community organisations, programs/support and activities; responding to enquires; providing volunteer opportunities; supporting community access to basic resources (computers/WIFI, shower, washing machine); developing and maintaining local knowledge around need and concerns.

Community Action for a Multicultural Society (CAMS) - Working with individuals and groups on the Sunshine Coast from Culturally & Linguistically Diverse Backgrounds.

Settlement, Engagement and Transition Program – The SETS program is all about supporting new migrants to access Australian services such as health, employment, education and transport, can provide free confidential information to support permanent residents who have arrived in the last 5 years as refugees, humanitarian entrants or family stream migrants who live on the Sunshine Coast.

Student Unit – in partnership with the University of the Sunshine Coast, Nambour Community Centre facilitates a student unit each semester.

Additionally, Nambour Community Centre provides spaces and organisational infrastructure to 'host' a range of volunteers who offer activities that share their skills and experiences with other members of the community.

Nambour Community Centre also offers **room rental** services, providing a variety of spaces for community groups, other agencies and businesses to conduct their activities

Present staffing level at NCC consists of 12 full-time and part time professional positions working across all programs, administrative/finance positions, trainees, students and casual project roles. There are also up to ~15 volunteers who also contribute to the work of the Centre.

Nambour Community Centre programs are currently funded by State and Federal agencies including: Department of Communities, Disability Services and Seniors; Department of Children, Youth Justice and Multicultural Affairs; Commonwealth Departments of Social Services and Home Affairs.



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The centre also receives a contribution to operational funding from the Sunshine Coast Council and supplements this funding by generating room rental income.

The centre is active in the procurement of project grants to better respond to the changing needs of our community.

Nambour Community Centre is a founding member of the Sunshine Coast Community Cooperative.

Nambour Community Centre is a registered charity with Public Benevolent Institution status.

Nambour Community Centre as an Employer

Nambour Community Centre attempts to model, through its employment practices, a workplace that values the professional and personal attributes that people bring to the organisation. Accordingly, the Centre Manager and its Management Committee provide a focused, professional and supportive team environment that works to enable staff and volunteers to reach their own professional goals while delivering quality service and working towards the strategic goals of the organisation.

Because of the meaningful human work that is offered at Nambour Community Centre, staff and volunteers typically report that they receive high levels of job and personal satisfaction knowing that their work contributes to enhancing the lives of individuals and groups within the community.



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MANAGER POSITION DESCRIPTION

Position:	Manager
Hours of Work:	Full-time – 5 days (nominally 38 hours per week). This position is usually worked through business hours but some after-hours work in attendance of meetings/ events is expected.
Salary Level:	Level 7 SCHCADS Award. Salary from \$1928.08 per week, plus 10% employer superannuation. Salary packaging for PBI organisations in line with ATO guidelines is also offered.

Nambour Community Centre Inc is an Equal Opportunity Employer; adheres to Workplace Health & Safety regulations, is a Child Safe Organisation and operates under Social Justice Principles.

Role:

The Centre Manager is responsible to the Committee of Management for the operation, management and development of the Centre and for ensuring that the Centre is operated in accordance with the Committee's Strategic Plan, policy decisions and the service agreements with funding bodies. This position requires a fundamental understanding of the role of community organisations; proven organisational ability with experience of managing a community organisation; a command of community development principles and skills, an ability to develop and communicate policy and to advocate for the local community.

Organisational Relationships and Accountabilities

- ❖ The Manager represents the organisation at an operational level in the community.
- ❖ The Manager works under direction of and has delegated authority from the Management Committee.
- ❖ The Manager supervises employees and establishes and monitors Nambour Community Centre work outcomes.

Responsibilities:

1. Management:

- The position requires a strong participative leadership focus and a capacity to work with both paid and unpaid staff to progress new ideas and maintain an innovative, safe and just organisational culture.



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- Ensure the development and implementation of NCC policies and essential legislative frameworks. Update Management Committee on relevant policies and procedures, ensuring all policies and frameworks are reviewed in a timely manner to maintain compliance.
- Oversee the development and implementation of all program and project delivery. Monitoring Funding Agreements/Service Contracts, work plans, data collection and evaluation in accordance with Funding/Service Agreements.
- Ensure all funding and program reporting requirements are compliant with service and grant agreements.
- Overseeing the data collection and evaluation of all programs and projects in accordance with Funding Agreements.
- This position requires budgetary acumen and the ability to understand the financial requirements of the organisation (both immediate and long term). The manager will oversee the cost-effective delivery of programs and services, manage the development of annual budgets, monitor and ensure that all cost centre are on target.
- The position is responsible for maintaining and developing working relationships with all levels of government and a wide variety of community organisations in the pursuit of the Nambour Community Centre objectives.
- Oversee the active recruitment, training support of staff and acknowledgement of volunteers.
- Manage and ensure good working relationships with all services and workers operating from the Centre.

2. Planning and Development

- Plan and manage the implementation and evaluation of the Strategic and Operational Plan of the organization.
- Initiate appropriate research in the identification of local community needs and in planning for the long-term sustainability of the organisation.
- Develop innovative programs, service models and plans to meet the ever-changing needs of community.
- Identify potential funding sources (including sponsorships and partnerships) and develop marketing strategies and written tenders and grant submissions to ensure the ongoing sustainability of the organisation.
- Review the organization's current position and identify areas for improvement in the development of an income stream.
- Work with partners in the Sunshine Coast Community Cooperative, community representatives and relevant authorities to identify needs and issues and determine appropriate responses to be initiated.
- Represent the organisation at relevant committees, meetings and forums.
- Work with relevant community, government and non-government organisations to address social and community issues.



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3. Human Resource Management.

- Recruitment and induction of staff in consultation with senior workers and Management Committee.
- The management of yearly performance appraisals for all staff.
- Ensure that monthly staff meetings are planned and implemented.
- The provision and overseeing of supervision. Staff can access professional offline supervision where budgets are allocated.
- Ensure that the organisation provides effective support and supervision to students on placement.

4. Resourcing of Committee of Management/ Governance and Strategic Planning

- Providing the Committee with access to adequate information about programs and projects through a monthly reporting mechanism that can assist in facilitating decision making concerning the broader goals and strategic direction of the organisation.
- Ensuring appropriate management infrastructure including sound management practices and appropriate Information Technology systems are maintained.
- Ensuring appropriate legal, financial and industrial standards and requirements are in place and adhered to.
- Overseeing the preparation of financial statements, annual budget submissions and annual reports.
- Managing and monitoring the finances of the organisation which includes end of financial year audit preparation and finalisation of accounts in preparation for the yearly AGM.
- Facilitate income generation options for the organisation and monitoring their implementation.
- Provide sound, accurate and timely advice to the Management Committee.
- Ensure NCC operates as a Child Safe Organisation and all aspects of workplace health and safety and are undertaken.



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YOU WILL NEED THE FOLLOWING TO BE ELIGIBLE TO APPLY:

- Tertiary level qualifications or above in a human service discipline (e.g. Community Development, Social Work, Counselling, Psychology, Social Science or similar).
- At least 5 years' experience as a practitioner in community development and/or related human services provision.
- 2 years' experience in a management role; minimum 5 years leadership in community services or related sector.
- Experience working with diverse communities.
- Demonstrated understanding of strategic planning & change management.
- Experience in service and project reporting, and sound knowledge of government and statutory compliance standards.
- Demonstrated high level interpersonal skills which includes management of staff, and effective community conflict resolution processes.
- Proven skills in developing quality service delivery models and successful submission and tender writing, essential for program and project funding.
- Own transport.
- Current Blue Card to be submitted with application and National Police Check to be carried out during the reference check process

Selection Criteria

Applicants should be able to demonstrate their experience and knowledge with regard to the following selection criteria. Please limit responses to be no more than one A4 page per selection criteria.

- | | |
|------|--|
| SC 1 | Experience managing an independent community-based organisation (or similar); informed by the principles of social justice, and community development principles and practice. |
| SC 2 | A sound knowledge of the social, political, policy and economic environment in which the community sector operates, the contemporary issues impacting the industry and an assessment of the potential impact of these trends on NCC. |
| SC 3 | An aptitude for productive, collaborative leadership including the ability to work strategically and effectively with staff, volunteers, all levels of government, business and community organisations, individuals and groups in the pursuit of the centre's goals; and management of programs, staff and volunteers. Demonstrated understanding of the principles and practice of participative leadership as it applies to the social services sector. |
| SC 4 | High level administrative and organisational skills including: operation plans in-line with statutory legislation; management of program funding and investment deliverables; develop and monitor budgets in consultation with a financial administrator, the treasurer of the management committee. |