**POSITION DESCRIPTION**

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| **General Information:** | |
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| **Position Title:** | **Regional Community Development Manager – WA** |
| **Incumbent:** | **New Role** |
| **Function & Team/Program:** | **State and Territory Operation (WA)** |
| **Location(s):** | **Flexible (WA Office or CfC location)** |
| **Manager’s Position Title:** | **General Manager, WA** |
| **Manager’s Name:** | **Anjie Brook** |
| **Date Updated:** | **9 June 2021 Kirsten Mason** |
| **Ordiginal Prepared By:** | **Fiona Coluccio & Sulabha Pawar** |
| **Approved By:** | **Leonie Green** |

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| **Primary Purpose of this Position *(In one sentence - why does the role exist?)*** |
| This is a leadership role within WA responsible for the effective implementation, delivery and operations of place based community projects/service delivery, people management of teams and the development of external relationships leading to more opportunities for community project work and enhancement of current service delivery in the State. |

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| **Scope:** | |
| **Direct Reports to this Position** | **Indirect Reports** |
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| 4 Managers | 8 additional team members |
| **Financial Dimensions controlled by this Position** | |
| **Direct control** | **Indirect control** |
| nil | Approximately $4.5 million |
| **Other Dimensions of this Position** | |
| This position will also contribute to the operational leadership of the State. This will include contributing to the State business planning process, leading and contributing to the development of funding proposals and grant applications as needed, facilitating effective collaboration between different program streams and functions within the State and supporting the General Manager in leadership forums. | |

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| **Setting Priorities *(how is work prioritised)*** | |
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| How often does employees prioritise their own work?  Eg. Daily, weekly, monthly, annually, other | Contribute to development of **annual** functional plans setting of Corporate Priorities  Contribute to **biannual** review of progress against agreed functional plan  **Monthly** tracking of progress against agreed work plan  **Weekly** planning of own work priorities with the need to occur more frequently in response to issues etc. |
| How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other | **Annual** performance development plan  **Biannual** reviews of the performance development plan  **Monthly** reporting and priority setting |

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| **Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*** | |
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| **Internal** | * Head of State and Territory Operations * Head of Policy and Programs * Company Secretary * General Manager WA * National Manager, Government and 2020 *LfL* Growth project * Regional Program Manager WA * Communities for Children FP Project Managers and other community project teams * Finance Manager, Business Partnering * Regional Community Development Managers in VIC and NSW / ACT |
| **External** | * Commonwealth and State Government Agreement Managers * Sub-contracted partners * Place specific sector partners including the Department of Education |

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| **Key Decision Making in this Role: *(What are the key decisions and recommendations made in this role?)*** |
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| Decisions Expected   * Prioritisation of own workload and those of direct reports * Recruitment and people management decisions regarding direct reports * Project management decisions within agreed planning and implementation framework. * Day to day decisions regarding project and service delivery implementation * Oversight of projects finances |
| Recommendations Expected   * Internal policy and practice improvements to improve effectiveness * New, Variation or cessation of sub-contracted agreements * Expenditure outside of approved budget * Improvements to project governance and risk mitigation * Intel on new funding opportunities * Establishment of new partnerships |

**Every Team Member at The Smith Family:**

* Is expected to uphold The Smith Family Values and Culture;
* Understands and complies with the Child Protection Framework;
* Takes reasonable care for the health and safety of themselves and others;
* Understands and complies with the Workplace, Health and Safety Systems;
* Reports hazards and incidents and participates in risk management as required.

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| **Key Responsibilities / Accountabilities:** | | |
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| **Major Area: Implementation of community projects and service delivery** | **% of Job: 30%** | |
| Ensure operational implementation of community projects and service delivery of Child Parent Centres. | | |
| Maintain up-to-date knowledge of the policy landscape and literature relevant to the effective delivery of place-based community projects (incl ‘systems change and community capacity building) and support translation/ dissemination of this knowledge to project managers and other stakeholders. | | |
| Ensure projects have effective governance structure and community buy-in. Guide and advise on the development of strategic plans, implementation plans for projects and the development of Outcome’s frameworks to monitor the impacts projects including sub contracted projects. | | |
| Develop processes and procedures that ensure quality alignment and adherence to The Smith Family’s national policy and program guidelines, funding body contractual requirements and reporting requirements and to enhance current service delivery | | |
| Ensure effective alignment and operational connection with other serviced delivery and community project teams, for the betterment of delivery, stakeholders and outcomes | | |
| Ensure effective implementation and management of required Customer Records management and risk management systems, in accordance with policy and procedure. | | |
| Lead community projects and service delivery through effective advice, communication and monitoring of deadlines, milestones and reporting | | |
| Support, guide and advice community project teams regarding strategic direction, best practice and alignment with RAP principles and practice. | | |
| **Major Area: People Management** | **% of Job: 35%** | |
| Effectively recruit and induct new team members. | | |
| Manage performance by having regular one on one meetings; giving and receiving feedback; acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions. | | |
| Develop team member/s capability to perform current and future role/s at The Smith Family. | | |
| Develop and manage a culture of process improvement and customer service. | | |
| Maintain a safe workplace by ensuring adherence to Work, Health and Safety policies and procedures and relevant legislation. | | |
| Clearly communicate team and organisation wide information to team members. | | |
| **Major Area: Financial management** | **% of Job: 10%** | |
| Lead the development of The Smith family community projects and service delivery budgets | | |
| Have oversight of Income & Expenditure as per the approved budget | | |
| Ensure team members are contributing key information for reporting/acquittals to funders. | | |
| Ensure funding for every sub-contracted activity is as per internal policy and there is appropriate assessment about Community Partner financial viability, project funding and effectives. | | |
| **Major Area:** **Regional Leadership** | | **% of Job: 25%** |
| Participate in processes to acquire and secure additional funding for community projects in WA including opportunity identification, submission planning, writing proposals/ tenders, meeting potential funders | | |
| Lead the development of local collateral to be used in promoting The Smith Family capacity and impact in place based community projects in WA | | |
| Facilitate and nurture a team environment that supports The Smith Family’s values and encourage collaboration and open communication across teams. Maintain positive, open communication channels with the General Manager – WA. | | |
| **Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*** | | |
| * Managing the expectations of a wide range of internal and external stakeholders. * Working in a dynamic matrix environment. * Maintaining core consistency of approach in differing community contexts * Ensuring the understanding and practice of locally based team members is consistent with the organisation’s strategic plan and policy guidelines. * Taking a flexible and creative approach, staying attuned to and recognising opportunities as they arise, whilst at the same time ensuring core requirements are addressed consistently and effectively and working within resource constraints | | |

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| **Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*** | | |
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| **Education /**  **Qualifications / Memberships:** | **Essential** | **Desirable** |
| * Tertiary qualifications in Community Development, Education, Health, Early Childhood, or related disciplines |  |
| **Experience:** | **Essential** | **Desirable** |
| * Demonstrated experience in quality management of professional staff and teams. * Demonstrated knowledge of Research, Policy, Practice framework and Outcomes Based Accountability * Highly experienced in developing relationships and influencing multiple stakeholders at a range of levels. * Demonstrated experience in program management including excellence in budgeting, data and reporting and contract monitoring. | * Experience in, and understanding of place based approaches and systems thinking. * Demonstrated capability in facilitating complex place based work, including building local capability and connecting to broader policy and systems levers in the Government or Community sector. * Experience in coaching or guiding staff/community members on new ways of working and thinking * Experience in working collaboratively with a geographically dispersed team |
| **Competencies:** | **Essential** | **Desirable** |
| * Very good problem solving. * Very good influencing and negotiation skills * Capacity to identify and analyse opportunities, exercise judgement and make decisions * Strong written skills in a range of formats, and excellent interpersonal communication skills with a diverse range of stakeholders including stakeholder engagement/consultation processes. | * Understanding and knowledge of Commonwealth, WA Education and the Social Policy environment. |