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| Position title | Community Centre Manager |
| Division | Community Centres |
| Classification | 8.1 |
| Prepared by | Anna Flouris |
| Date | 06.09.2021 |
| Staff reporting to position | 28 |

# Position summary

Tangentyere Council Aboriginal Corporation (TCAC) is a community controlled
Public Benevolent Institution delivering human services and social enterprise activities for
the benefit of Aboriginal people from the Alice Springs Town Camps, Urban Alice Springs
and Central Australia.

Tangentyere Council operates community centres at Karnte, Hidden Valley, Larapinta Valley, Little Sisters, Charles Creek, Warlpiri, Trucking Yards and Abbotts Town Camps. They are a multi-purpose family resource where many Tangentyere services often in partnership with government and other non-government organisations, can be accessed by Town Campers. Operating from a strengths-based approach, each Centre aims to improve the health, social, environmental, and economic wellbeing of the community in a way that strengthens and respects culture.

The Community Centre Manager is directly responsible for the following programs/activities:

* Tangentyere Community Centres
* Alice Springs Town Camps Child and Family Centre
* Early Childhood Education Program
* HIPPY Education Program
* Land and Learning

Local Decision-Making (LDM) is a key priority for Tangentyere Council, and the Community Centre Manager will be responsible for operationalising LDM priorities identified by Town Campers and approved through the Board of Directors (LDM Subcommittee). This includes strategies to improve school attendance, educational outcomes for children, young people and adults, enterprise opportunities and individualised place-based Town Camp plans.

The Community Centres Manager is responsible for all activities undertaken by the Community Centres Division. This is a key leadership role requiring the exercise of a considerable degree of independence; is responsible for managing the team and coordinating complex projects that impact on strategic priorities and operational outcomes of the organisation.

The Manager will be responsible for further developing the suite of programs within the Division, and for prudent allocation of resources to ensure achievement of strategic and operational results.

The manager will ensure that important strategic relationships with key decision makers from relevant government and non-government organisations are built and maintained, along with ensuring that major contracts are negotiated at a senior level with relevant external stakeholders.

# Ways of Working

The program and service models will work from a strengths-based, community development approach empowering families and working with them towards outcomes of their choice.

This approach is grounded in respect for Aboriginal cultures, traditions, and beliefs insofar as they do not conflict with fundamental human rights and adopts:

* reflective and reflexive practice,
* structural analysis,
* critical thinking,
* ethical professional behaviour,
* coordination and collaboration across the organisation and with other service providers,
* a joined up, integrated services and program approach, and
* accountability, transparency, and integrity.

# Responsibilities

* Provide high level strategic and operational leadership, including program development, funding opportunities and prudent management of staff and resources to ensure that strategic and operational results are achieved.
* Manage the operations of eight Community Centres in Town Camps, and outreach and planning to develop appropriate facilities in the remaining eight Town Camps, in accordance with best practice standards to achieve optimum service delivery, meet program outcomes and compliance with relevant regulations and legislation.
* Implement and evaluate the Alice Springs Town Camps Child and Family Centre within the allocated timeframes, budget and local Aboriginal governance structure.
* Strengthen the suite of learning programs for children and young people and expand to support learning outcomes for adults, in accordance with community-driven identified service gaps, meet program outcomes and compliance with relevant regulations and legislation.
* Provide high-level specialist and strategic policy advice to the Office of the Chief Executive and Tangentyere Board of Directors on relevant priority areas and government enquiries (including community development and education), and service delivery issues.
* Plan and implement staff support and development opportunities to deliver high quality programs and services for Town Camp residents in their communities.
* Actively lead internal, and oversee external, program reviews and evaluations.
* Develop and strengthen effective relationships with key stakeholders including NT and Commonwealth Governments & NGOs, and community and client relationships.
* Assist with achieving quality management objectives across the organisation.
* Other duties as required.

# Major Accountabilities

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| Accountabilities | Performance indicators |
| Provide high-level strategic and operational leadership, including program development and prudent management of staff and resources to ensure that strategic and operational results are achieved.* Prepare and implement divisional business plan that is aligned to Tangentyere Council’s strategic plan
* Ensure position descriptions are aligned with divisional business plan and program requirements
* Monitor staff performance against position descriptions and provide feedback
* Report to the Office of the Chief Executive (OCE) and Board on progress against divisional business plan and program KPIs
* Report to funding bodies on program performance as contractually required
 | * Divisional business plan is current and aligned to organisation’s strategic plan
* Position descriptions are up to date and staff are aware of their roles and responsibilities
* Staff performance is assessed regularly, and feedback is provided
* Business plan and contractual KPIs are met or renegotiated with funding bodies as required
* Quarterly reports presented to OCE and Board
* Performance reports are provided to funding bodies as contractually required
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| Manage the operations of eight Community Centres in Town Camps, and outreach and planning to develop appropriate facilities in the remaining eight Town Camps, in accordance with best practice standards to achieve optimum service delivery, meet program outcomes and compliance with relevant regulations and legislation* Manage the day to day operations and facilities at eight Community Centres in Town Camps
* Ensuring Community Centre outreach to all Town Camps without a Community Centre, and planning for the development of appropriate infrastructure in these sites to support service delivery
* Ensure all programs and services are operating regularly and meet program outcomes and compliance with relevant regulations and legislation
* Identify new funding opportunities to extend service delivery and fill service gaps identified by Local Decision Making (LDM)
* Prepare funding applications for new and existing programs
* Design programs in collaboration with community members
* Develop and implement best practice policies and procedures for the Division
* Lead and participate in regular meetings with other division managers to ensure high impact and place-based service delivery
* Participate in Tangentyere Team Around Kids (TTAK) meetings
* Ensure all aspects of the Division are compliant with all relevant regulations and legislation
 | * Operations at eight Community Centres are appropriate, safe and cater to the Town Camp audience, deliver on program outcomes and are compliant with relevant regulations and legislation
* Outreach is delivered to a further eight Town Camps
* New funding opportunities are identified to extend service delivery and fill service gaps
* Applications are submitted within deadlines
* Funding for existing programs is renegotiated prior to the end of contracts
* All programs have documented policies, procedures, and program manuals
* Staff are aware of policies and procedures and evidence of compliance is maintained
* Regular meetings are held with managers and teams from other Tangentyere Divisions
* TTAK operates to ensure Tangentyere takes an integrated, holistic approach to supporting our young people
* All aspects of the Division are compliant with all relevant regulations and legislation
* Staff training register maintained and updated to ensure that all relevant staff have received appropriate training on all relevant regulations and legislation
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| Implement and evaluate the Alice Springs Town Camps Child and Family Centre within the allocated timeframes, budget and local Aboriginal governance structure.* Plan, implement and evaluate the approved Child and Family Centre community-driven plans, in accordance with the program outcomes, timeframes and budget
* Recruitment and support of relevant and appropriate staff
* Identify new funding opportunities to extend service delivery and fill service gaps identified
* Prepare funding applications for new and existing sites as appropriate
* Design and operate programs in collaboration with community members
 | * The Child and Family Centre model is operational and in delivering on outcomes
* New funding opportunities are identified to extend service delivery and fill service gaps
* Applications are submitted within deadlines
* Funding for existing programs is renegotiated prior to the end of contracts
* The program has documented policies, procedures, and program manuals
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| Strengthen the suite of learning programs for children and young people and expand to support learning outcomes for adults, in accordance with community-driven identified service gaps, meet program outcomes and compliance with relevant regulations and legislation.* Ensure the suite of learning programs meet program outcomes and compliance with relevant regulations and legislation
* Identify new funding opportunities to extend service delivery and fill service gaps identified by Local Decision Making (LDM), including playgroups and adult learning
* Prepare funding applications for new and existing programs
* Design and operate programs in collaboration with community members
* Develop and implement best practice policies and procedures for the Division
* Lead and participate in regular meetings with other division managers to ensure high impact and place-based service delivery
* Participate in Tangentyere Team Around Kids (TTAK) meetings
* Ensure all aspects of the Division are compliant with all relevant regulations and legislation
 | * All learning programs operate regularly, and appropriately within an integrated service delivery model, and are compliant with relevant regulations and legislation
* New funding opportunities are identified to extend service delivery and fill service gaps
* Applications are submitted within deadlines
* Funding for existing programs is renegotiated prior to the end of contracts
* All programs have documented policies, procedures, and program manuals
* Staff are aware of policies and procedures and evidence of compliance is maintained
* Regular meetings are held with managers and teams from other Tangentyere Divisions
* TTAK operates to ensure Tangentyere takes an integrated, holistic approach to supporting our young people
* All aspects of the Division are compliant with all relevant regulations and legislation
 |
| Provide high-level specialist and strategic policy advice to the Office of the Chief Executive and Tangentyere Board of Directors on relevant priority areas and government enquiries (including community development and education), and service delivery issues.* Prepare high-quality policy papers, submissions and issues papers for the CEO and Board
 |  * High-quality policy papers, submissions and issues papers are presented in a timely manner
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| Plan and implement staff support and development opportunities to deliver high quality programs and services for Town Camp residents in their communities.* Provide ongoing training to all relevant staff on Tangentyere’s responsibilities under relevant regulations and legislation
 | * Ongoing training is scheduled for all staff
* All staff have regular debriefing and supervision opportunities that are minutes and documented
* Opportunities for training and staff support organised by other Division managers are considered!
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| Actively lead internal, and oversee external, program reviews and evaluations.* Review the efficiency, effectiveness, and relevance of all programs
* Ensure program models reflect best practice guidelines
* Make recommendations to OCE for program improvement
* Facilitate external program evaluations as contractually required and ensure they’re conducted in a culturally appropriate manner
 | * Programs are efficient, effective, and relevant
* Program models reflect best practice guidelines
* OCE receives recommendations for program improvements
* External program evaluations are conducted in an efficient and culturally appropriate manner
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| Develop and strengthen effective relationships with key stakeholders including NT and Commonwealth Governments & NGOs, and community and client relationships.* Act as the key interface with key stakeholders and partners at the senior level
* Foster cooperative working relationships and partnerships
* Participate in LDM activities
* Seek, record, and respond to client feedback
* Regularly engage with Town Camp residents in Community Centres, as appropriate
 | * Relationships with key stakeholders and partners are closely and effectively monitored/managed to ensure any potential risks/issues are identified.
* Tangentyere is represented at all relevant interagency meetings
* The Division’s work is informed by, and promotes LDM
* Client satisfaction is assessed, and feedback is used to improve program quality
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| Assist with achieving quality management objectives across the organisation. | * Commitment to the Tangentyere Council Quality Management Objectives.
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# Relationships

Internal

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| --- | --- |
| * Office of the Chief Executive (OCE)
 | * Tangentyere Employment Services
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| * Youth and Community Safety Division
 | * Tangentyere Design
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| * Community and Social Services
 | * Tangentyere Constructions
 |
| * Local Decision-Making
 | * Human Resources
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| * Central Australian Youth Link Up Service
 | * Finance
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External

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| --- | --- | --- |
| * NGOs
 | * NT Health
 | * NIAA
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| * Schools
 | * Territory Families
 | * DSS
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| * NT Education
 | * NT Police
 | * Charles Darwin University
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| * Services Australia
 | * ASTC
 | * DTBI
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# Competencies

Tangentyere core competencies

* Commitment
* Teamwork
* Communication
* WHS
* Cultural Awareness

# Qualifications and Selection Criteria

Required

* Tertiary Qualifications or relevant extensive experience in community and economic development, and education (or equivalent) including skills related to program development, staff supervision and management.
* Demonstrated ability to work constructively with a wide range of stakeholders to design, implement and evaluate practical strategies and community-driven initiatives that impact on Town Campers’ Wellness, in particular regarding education outcomes for children and adults.
* Demonstrated ability to operate multiple facilities in a number of locations with individual, place-based community plans.
* Demonstrated high-level knowledge and understanding of standards of practice in community development and education, including knowledge of the geography and relevant resources in the region.
* Strong organisational skills and outcome orientated including the ability to plan and prioritise tasks and the ability to exercise initiative and work effectively with minimal supervision.
* High level interpersonal and communication skills, particularly in a cross-cultural environment, including the ability to produce concise and accurate reports, briefing papers and submissions.
* An understanding of Aboriginal culture, in particular the key issues faced by young Aboriginal people in Central Australia.

# Verification

This section verifies that the position holder and the manager have read the attached position description and are satisfied that it accurately describes the position.

Position holder

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| --- | --- |
| Name |  |
| Date effective |  |
| Signature |  |

Manager

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| --- | --- |
| Name |  |
| Date effective |  |
| Signature |  |