

Neighbourhood Houses Unit Coordinator

Classification: SEO

Date Reviewed: September 2021

Department: Community Learning & Participation **Directorate:** Community Wellbeing

Approved by: Manager Community Learning & Participation

Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives.

Our Vision

Vibrant, harmonious and welcoming.... a great place to live, work and grow.

Statement of Strategic Intent

Developing Brimbank through enhancing and celebrating the many diverse identities, communities and cultures within Brimbank; creating high quality spaces and places; and providing learning and employment opportunities.

Mission

Brimbank City Council will strive to achieve the community's vision by:

- Meeting the needs of our community and those of future generations in a collaborative and financially responsible manner;
- Enhancing community wellbeing within a strong foundation of social justice;
- Creating an urban environment that is safe, attractive, vibrant and liveable;
- Demonstrating commitment to environmental protection, sustainable development and reducing our ecological footprint;
- Promoting Brimbank as the first choice for new industry, business and development; and
- Delivering best practice services that meet the needs of the diverse and growing Brimbank community.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

*Community
First*

OUR VALUES



WE ACT WITH
integrity



WE FIND
better ways



WE WORK
together



WE ARE
respectful

Position Purpose

The Neighbourhood Houses Unit Coordinator manages Council's six Neighbourhood Houses and leads the planning and delivery of community strengthening activities and programs to meet the needs and aspirations of local communities. Brimbank Learning Futures, an innovative place based service supporting people to engage or re-engage with learning, training and employment is a part of Council's Neighbourhood House network.

This senior position manages staff across multiple sites and leads contemporary community development practices to address a range of community issues. The position develops strategic partnerships with local organisations, the education sector and community groups and oversees collaborative partnership agreements to increase access to Neighbourhood Houses and build community capacity.

Key Responsibilities

Unit Management & Leadership

- Manage direct reports and provide strategic leadership to the Unit to build a high performing team
- Role model the values and behaviours of the organisation and engage the team to deliver community first outcomes.
- Engage and lead staff in change management and continuous improvement.
- Coordinate projects, facility operations and team directions
- Prepare and provide advice, reports, briefing notes, business plans, tenders and other documents as required

Enhancing Community Outcomes

- Lead evidence based planning to develop and implement programs and activities for the Unit in collaboration with key stakeholders
- Evaluate and report on programs and services to measure accessibility, outcomes and community satisfaction. Identify opportunities for improvement.
- Introduce innovative programming aligned to community needs that build sustainable communities and address community issues.

Stakeholder management

- Work with Council and independent Neighbourhood Houses in Brimbank through the Brimbank Neighbourhood House Strategic Partnership Agreement to increase access for all community members and extend programming opportunities.
- Develop strategic partnerships and networks to enhance community outcomes, maximise access to Neighbourhood Houses and deliver on strategic frameworks.

Financial Management

- Prepare funding submissions and manage grant funding
- Manage the annual grants process to the independent Neighbourhood Houses in Brimbank
- Manage and report on the Unit's operational budget and prepare budget submissions
- Ensure hire agreements, licenses, leases, contracts and assets are managed effectively.

Policy and Planning

- Lead the implementation of the: *Brimbank Youth Jobs Strategy 2018-2023*, the *Neighbourhood Houses and Community Centres Strategy and Action Plan 2019-2024*, the

Brimbank Neighbourhood House Strategic Partnership Agreement 2018-2021 and the Community Strengthening Policy 2014

- Prepare strategy and policy frameworks for consideration by Council
- Develop annual business plans and associated budgets, incorporating goals and objectives for the Unit in accordance with Council's strategic directions.

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures.

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation in regard to Equal Opportunity.

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors

- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's legislative governance culture
- Adhere to Council's Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.

Organisational Relationship/Context

Reports to	Manager, Community Learning & Participation
Supervises	Neighbourhood House Senior Team Leaders, Project Officer
Budgets Managed	Operational budgets, grants
Major contacts	Internal Liaisons <ul style="list-style-type: none">• Community Wellbeing staff, Media & Communications, Finance External Liaisons <ul style="list-style-type: none">• Community Managed Neighbourhood Houses• Community services sector• Community members, groups and organisations• Education and adult learning sector• Relevant state and federal government departments• Network West• Neighbourhood Houses Victoria

Accountability

The position is accountable to the Manager Community Learning & Participation for:

- Role modelling the values and behaviours of the organisation.
- Leading and managing the Neighbourhood Houses Unit
- Leading the development and implementation of unit business plans and implementing Council Plan actions

- Initiating collaborative partnerships to enhance Neighbourhood House initiatives and attract external funding
- Implementing and evaluating Neighbourhood House initiatives, strategies, plans and policies
- Developing, monitoring and reporting on Unit budgets.
- Consistent with delegated limits, manage expenditure within the Neighbourhood House Unit in line with strategic frameworks
- Managing strategic partnerships with a wide range of government, private and community organisations to ensure maximum opportunities are achieved within Brimbank
- Adherence to Council policies and procedures, standards and protocols

Judgement and Decision Making

- Sound and independent judgment related to the implementation of initiatives that are of a complex or sensitive nature and requiring high level problem solving and negotiation skills.
- Discretion in contact with community organisations and other internal and external stakeholders.
- Utilise well-developed planning, analytical and conceptual skills in a diverse community environment characterised by competing priorities, limited resources and changing community expectations.
- Exercise sound judgement and decision-making for the day-to-day management of Neighbourhood Houses, policies, programs, services and staffing drawing upon experience and specialist industry knowledge.

Specialists Skills and Knowledge

- Knowledge and understanding of contemporary community development practice, policy and project development combined with an understanding of the socioeconomic context of Brimbank communities.
- A strong sense of social justice and a demonstrated commitment to community engagement in achieving improved social, educational and employment outcomes.
- Knowledge and experience of the Neighbourhood House sector.
- High level understanding of the issues, trends and government directions in community strengthening in a local government context.
- Effective community consultation skills with highly diverse communities and the ability to engage key stakeholders on a number of levels.
- Effective community development experience with the ability to develop high level strategic plans which translate into practical and achievable community and organisational outcomes.
- Demonstrated understanding of diverse communities and their needs.
- Experience in planning and delivering high quality Neighbourhood House/community programs in response to identified need

Management Skills

- Demonstrated ability to work in accordance within established policies, procedures and protocols.
- Extensive experience in managing and mentoring staff to build a high performing team.
- Demonstrated project management skills including planning, monitoring, implementing and evaluating projects.

- Ability to introduce technological solutions aligned to changing organisational requirements
- Demonstrated ability to manage time, changing workload demands and competing priorities to meet deadlines.
- Demonstrated ability to develop, monitor, manage and report on budgets and contracts.
- Demonstrated ability to monitor and manage assets.
- High level report, strategy and policy writing skills
- Demonstrated ability to monitor and manage physical and electronic assets.
- Demonstrated competence in using Microsoft Office and other software programs.

Interpersonal Skills

- Highly effective communication, negotiation and conflict resolution skills, with an ability to implement appropriate action plans and strategies and manage relationships with stakeholders.
- Experience in managing and leading staff through change within a large and complex environment.
- Ability to lead, influence and motivate staff to work as a team, with a commitment to working towards Council goals.
- Ability to work effectively and respectfully with a wide range of different social, education, community and cultural groups to achieve outcomes based on high level negotiation skills.
- Ability to work effectively with and gain the cooperation of Council staff, service providers and community groups.
- Flexibility in approach to work practices, with an ability to adapt to and support change in a dynamic environment
- Excellent written and spoken communication skills with the capacity to engage key stakeholders on a number of levels.
- Significant skills in initiating and developing strategic partnerships to maximise resources and support better social, educational, employment and health outcomes.
- Effective community engagement skills with highly diverse communities

Qualifications and Experience

- Relevant tertiary and/or postgraduate qualifications to support community planning/development
- Extensive leadership and staff management experience at a senior level
- Extensive experience managing budgets, grants and community facilities
- Knowledge of Neighbourhood House sector and principles
- Experience working with people at different life stages and from diverse backgrounds
- Demonstrated experience in contemporary community development practice
- Working with Children's Check and Police Check
- Current drivers licence

Local government experience is desirable.

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Extensive leadership and staff management experience at a senior level with the ability to manage staff in a changing and complex environment
- Demonstrated experience in contemporary community development practice to support improved community outcomes.
- Extensive experience managing community facilities, budgets and contracts with a track record in attracting funding to deliver projects.
- Experience initiating and developing strategic partnerships to maximise resources and support better social, educational and employment outcomes.
- High level report, strategy and policy writing skills
- Relevant tertiary qualifications and/or post graduate qualifications to support community planning/development.