

## Staff Position Description

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Date:	27 February 2022
Title of position:	Richmond Hub Manager
Reporting to:	Head of Programs - Training and Employment
Hours:	0.8 or full time
Location:	SisterWorks Richmond
Salary:	SCHADS Level 4 - plus Super & Leave Loading
Positions reporting to this role:	Intake lead, training lead, volunteers/interns/placements

### About Us

SisterWorks is a not-for-profit social enterprise, with its head office based in Richmond, Melbourne.

SisterWorks' mission is to enable women from refugees, asylum seeker or migrant backgrounds women to have the opportunity to be confident, independent and learn new social and vocational skills to improve their economic outlook. SisterWorks does this through providing learning opportunities in a safe environment where Sisters can build their skills and community, and gain both the knowledge and the confidence to seek employment or further study. Our vision is an Australia where all migrant women are given the opportunities to become economically empowered.

The SisterWorks model, 'Work Empowers Women', is centred around empowerment, fostering a sense of independence and providing opportunities for building a community, learning new skills, and earning an income. This is achieved via our Empowerment Hubs in Richmond, Bendigo and Dandenong, as well as through our online learning platform, the SisterWorks e-hub.

SisterWorks has been able to expand the reach of its model via an exciting partnership with UN Women. This partnership has provided a platform for growth, transformation and enhanced external advocacy opportunities and influence, and enabled the organisation to expand its reach outside of Melbourne into regional Victoria. During this period of growth, SisterWorks has remained committed to seeking engagement and guidance from the women it supports, and is constantly looking for new ways to positively impact on the lives of more Sisters.

### About The Role

This role is attributed to the management of SisterWorks Richmond Empowerment Hub with efficiency and effectiveness. All aspects of Richmond Empowerment hub operation are delegated to this role. Reporting to the Head of Programs , the Training Program Manager is responsible for:

- Recruitment, registration, intake, assessment of Sisters for the Richmond Hub and updating Sister' information.
- Channelling the Sisters to the appropriate programmes based on the intake and assessment.

- Recruitment, management and supervision of volunteers/interns/placement.
- Overall supervision and coordination of the training programmes face-to-face and online, day to day operations and recording of all activities scheduled in the Richmond Hub.
- Organize and report Sisters' data and training programme statistics as required.
- Improve processes, procedures and tools related with CRM, data maintenance and reporting

## **Roles and Responsibilities**

### **Sisters recruitment, registration, intake, assessment and programme referrals**

- Working with the Head of Programs to develop networks with external agencies for new Sisters referral to the Empowerment Hub's training and activities, and collaboration activities.
- Manage and lead a team responsible for registration, intake and assessment of all Sisters into CRM (Infoodle).
- Record Sisters' development and update, channel the Sisters to the appropriate programmes based on the intake and assessment. (SisterWorks training programmes, production and other activities)

### **Volunteer/intern/replacement recruitment and management**

- Recruit new and supervise registered volunteers/interns/placements, develop and manage the teams on a daily basis.
- Conduct orientation and training on Empowerment Hubs programmes, Infoodle and other management tools as required.

### **Overall supervision and coordination of the training programmes, day to day operations and recording of all activities**

- Working with the Head of Programs and teacher volunteers, to design and improve Empowerment Hubs' training programmes (sewing, craft, food handling, conversational English, basic computer literacy, well-being, pathways),
- Manage teams of volunteers/interns/placement (training coordinators) to maintain class rosters, contact Sisters to bring them into the classes, record attendance and Sisters' development.
- Conduct orientation on SisterWorks services and programmes for new Sisters in the beginning of new course cycles
- Day to day class operation (face to face, online using e-hub App, mobile as required) managing the volunteer teachers and training coordinators.

### **Organize and report Sisters' data and training programme statistics**

- Consolidate statistics on Sisters and training programmes for reporting (bi-monthly for SisterWorks as well as other reporting for donors) as required by Head of Programs
- Provide data of Sisters completed training programmes to SisterWorks production team for production activities

### **Improve processes, procedures and tools related with CRM, data maintenance and reporting, training programme and Sisters development**

- With programme development, identify issues in the process and procedures and develop the system for further efficiency

### **Skills and Qualifications**

- Tertiary level in social science, business administration or equivalent.
- Professional experience in a related field.
- Strong knowledge and understanding of the experiences for women with a migrant, refugee and seeking asylum background living in an Australian context
- Demonstrated ability to communicate and work with people from CALD backgrounds
- Advanced digital and IT and computer skills, working with CRM software, Microsoft office (Excel, Word, Power Point, etc.)
- Experience in building, managing and working within effective teams, particularly working with volunteers
- Strong planning, execution and monitoring skills
- Demonstrated ability to network with external agencies to build stakeholder engagement and referrals to the program
- Excellent communication skills, both written and the ability to personally present SisterWorks philosophy to external agencies
- Excellent project reporting skills, ability to respond to key grant acquittal requirements
- Proven teamwork and leadership

### **How to apply:**

To be eligible for employment with SisterWorks you must be legally entitled to work in Australia and have satisfactory background checks prior to employment, such as working with children check.

Please apply for the position : Richmond Hub Manager via EthicalJobs or directly send the applications at [admin@sisterworks.org.au](mailto:admin@sisterworks.org.au)

Applications must include a CV and cover letter addressing the essential selection criteria and how you feel your experience meets the key roles and responsibilities of this position.

If you would like to talk or ask anything, please Email: [admin@sisterworks.org.au](mailto:admin@sisterworks.org.au)