

Riverwood Community Centre Ltd

Position Description

Position:	General Manager (GM)
Classification	SCHCADS Award Level 8 – Above Award
Hours	Fulltime 38 hours per week
Report to	Chairperson and Board of Directors
Responsible for	RCC Board of Directors , on providing Leadership and operational management of the organisation to ensure its quality, sustainability, funding, and viability.
Direct Reports	Senior Financial officer Manager, Youth and Family Services Manager Aged and Disability Services Manger Long day care and outside school care
Review:	Quarterly Performance Reviews with Board

WHO WE ARE

Riverwood Community Centre (RCC) is a not-for-profit community-based Neighbourhood Centre in the heart of Riverwood's diverse community, with an outstanding reputation for working with and for the local community. With more than 40 years' experience, RCC is a leading community organisation that supports for individuals, families and community groups through a wide range of programs and services. These include Children's Services, Family Support and Youth Services, NDIS support, Aged Care Services, Community Engagement, all delivered in a caring and inclusive environment, so that community members can actively participate in decisions that affect the quality of their lives. The Centre's focus is on supporting vulnerable people within a culturally diverse and challenged socio-economic community.

OUR MISSION AND VALUES

The mission of the Riverwood Community Centre is: to pursue a future for all that embraces diversity and encourages sustainable strategies that support the most disadvantaged in our community; and to use a variety of approaches, tools and technologies to meet and support people in the ways that suit them best and that is professional, respectful and effective. Our ultimate aim is to provide assistance to anyone in our community in need. This assistance includes practising community advocacy, empowering individuals, local auspicing and partnering with community groups. We recognise that our approaches will differ in response to the people or situations involved, including centre-based or outreach responses.

This mission is supported by core values including:

- Integrity
- Community
- Teamwork
- Respect
- Inclusivity
- Compassion

RCC is a Company limited by guarantee, governed by a voluntary and community-based Board of Directors who are fully committed to the local community. RCC currently employs 54 staff, supported by an active and diverse volunteer team.

THE GENERAL MANAGER

The Role Purpose and Emphasis

The General Manager (GM) is accountable to the Board and work under and with the community Board supervision to implements the RCC mission and values and for the effective overall management of Riverwood Community Centre (RCC) and responsible for ensuring RCC's effective operations in accordance with the organisation's vision, values, and purpose documented in the Strategic Plan

Working closely with the Chairperson and the Board Members and using sound management principles, the GM ensures RCC complies with relevant legal, regulatory, standards and funding body requirements. The GM by working with the Board has responsibility for financial strength, sustainability and the risk management of the organisation; the provision of high quality and integrated services to the community and the strategy of auspicing local community groups and organisations.

This is a leadership role that provides quality advice to the Board, as well as being responsible for the day-to-day operations of RCC and providing leadership, direction and support to the Senior Management Team, RCC staff and its volunteers. This position will work collaboratively to create a positive workplace culture that values diversity and inclusion in pursuit of quality outcomes for all. A key focus for this leadership role is implementation of the Strategic Plan, identifying partnerships and leading innovation and creativity to enhance services and sustain RCC as the leading community centre at the heart of Riverwood Community well into the future. The GM will work within the organisation's constitution and policy guidelines and act ethically, with integrity and honesty in all aspects of the role. The capacity to build and maintain quality relationships is highly valued and is a key expectation of the role.

Key Responsibilities

Leadership

- Work with the Chairperson and Board Members on providing RCC leadership to develop and continually reinforce the vision, purpose, values and sound management principles of the organisation
- Develop professional working relationships and represent the organisation in accordance with its values and goals to staff, volunteers, community members,

funding bodies, government, regulatory bodies, other stakeholders and the RCC membership.

- Foster ethical and responsible management decision-making processes and support staff where appropriate, to have input into decisions which affect them.
- Promote a welcoming work team culture within RCC, including establishing a successful positive relationship and professional approach between the Board, Department Directors, staff and volunteers; while upholding respect, loyalty, transparency, honesty and integrity at all times.
- Promote a culture of mutual trust, where everyone works together to achieve common aims and ensure staff and volunteers are managed in accordance with the values of the organisation and appropriate industrial awards.
- Ensure all staff are actively encouraged and enabled to undertake relevant professional development.

Strategic Planning

- Implement the Strategic Plan and be responsible for delivering on the Strategic Plan's key focus areas.
- Provide regular reports to the Board to ensure progress towards meeting the strategic objectives.
- Identify, investigate and pursue new growth and partnership opportunities that align with RCC's strategic direction.

Operational Management

- Lead and effectively manage the daily operations of the organisation in accordance with the Delegation Matrix.
- Ensure that the organisational structure, policies and procedures support quality service delivery; manage risk and adhere to all regulatory compliance, in a way that enables all staff and volunteers to work effectively, efficiently and harmoniously.
- Maintain and review with the Board, an appropriate Senior Management Team structure, to ensure the optimal operation of the organisation within financial constraints.
- Develop and maintain a strong organisation with the appropriate people and positions, to effectively implement the Strategic Plan and Operational Plans.
- Provide leadership and oversight for the delivery and quality of all services, programs and activities
- Ensure that operational infrastructure, systems and human resource structures are in place, to effectively and efficiently manage the organisation's resources in keeping with the vision, purpose and Board-approved policies, budgets and delegations.

Financial Management

- Monitor and review, with the Senior Management Team, the financial performance and operations of the organisation.
- Ensure regular reporting and accountability requirements of funding bodies are met.
- Identify opportunities for increasing organisational income and resources including preparing and implementing funding submissions.
- Oversee the development and implementation of sound financial management practices including ensuring implementation and maintenance of appropriate internal controls by staff at all levels.
- Ensure the preparation of budgets by the responsible manager, development of adequate financial records and provision of regular reports to enable the Board to meet its obligations

- Monitor and review budgets, expenditure, revenue and financial reports.
- Develop an annual operating plan and financial budget that supports RCC's long-term strategy.

Governance

- Ensure the Board is provided with timely, accurate and strategically relevant reports on key governance matters.
- Meet with and communicate regularly with the Board Chairperson and other relevant Board members, to ensure the Board is provided with the information necessary to fulfil its governance responsibilities.
- Ensure the organisation has appropriate governance policies in place and that these are regularly reviewed by the Board.
- Organise relevant and up-to-date training and workshops for the Board to further support their Governance obligations.
- In conjunction with the Board, ensure effective succession strategies are in place for the GM and key senior management positions.
- Support the Board to set standards for the organisation including working to and abiding by RCC's Corporate Governance Charter.

Risk Management

- Develop and maintain a Risk Management Plan with which to establish and maintain a risk aware culture that ensures that risks are identified, managed and reported to the Board.
- Ensure appropriate operational practices and procedures are developed, implemented and maintained.
- Take all reasonable steps to provide a positive, safe and healthy workplace in accordance with WHS legislation and the organisation's policies.

Community Engagement and Partnerships

- Regularly review and assess the community's needs to:
 - Ensure the organisation's programs are targeted to address current needs,
 - Ensure that clear strategic and operational goals and objectives reflect the community's identified needs.
- Develop, promote and enhance relationships and partnerships with other community organisations for the benefit of the community and to achieve integrated service delivery.
- Support, empower and advocate for local individuals and aspiring community groups, providing them with a voice to all levels of Government in order to address community concerns and hopes.
- Maintain and enhance the reputation of the Riverwood Community Centre with the community, partners and external stakeholders.

Continuous Quality Improvement

- Promote the pursuit of excellence and continuous quality improvement through developing a culture, supported by the Senior Management Team, where mistakes are welcomed as opportunities to learn, and that suggested improvements by all are reported regularly to the Board.
- Provide an annual review to ensure that services are accessible, of a high quality, flexible and relevant to meet the needs of the community.

The Attributes of the General Manager (GM)

Essential Criteria

- Commitment to and demonstrated experience in enacting the core values of the Riverwood Community Centre
- Relevant tertiary qualification in Social Science, Social Work, Community Services, Management or related discipline and relevant experience in a community-based organisation
- Relevant qualification and experience in Human Resource Management (HR).
- Extensive experience in the review and development of human resource management policies for both the non profit and private sectors.
- Proven ability to provide the knowledge and update of changes to the business or industrial relations environments in which RCC operate.
- Extensive experience in a senior management role within a not-for-profit organisation, including outstanding organisational, leadership, listening skills, reporting and a proven ability to provide high-level advice to a Board of Directors.
- Highly developed financial and risk management skills, with proven ability to write successful funding submissions and comply with relevant legal, regulatory, quality and funding body requirements.
- Proven ability to provide strategic leadership and direction with teams within a large organisation and oversee delivery of innovative, quality services, programs and activities.
- Demonstrated commitment to principles of social justice and values of diversity and inclusion, within disadvantaged communities.
- Proven ability to build a welcoming, inclusive organisational culture, to effectively manage people guided by performance management principles, when necessary, and a commitment to continuous quality improvement.
- Outstanding relationship building capacities including excellent interpersonal, communication and negotiation skills, with a demonstrated ability to effectively collaborate with staff, volunteers, Board Members, members of a diverse community, stakeholders, partners and all levels of government.
- Proven ability to involve others in the decision-making process and promote a culture in which all the employees work as a team in order to achieve a common goal or objective.
- Excellent management and interpersonal skills and the ability to build a positive professional working relationship with the board of directors, inspire, encourage, and develop a diverse team of people to build organisational capacity and a positive work culture
- Demonstrated ability to think strategically and to build organisational capacity to be able to pursue opportunities as they arise.
- Proven ability to have excellent Conflict and Crisis resolution Management skills.
- Proven ability to have excellent interpersonal and Management skills

- Current Working With Children Check, NDIS Workers Check and willingness to undergo a National Police Check are essential.

Highly Desirable Criteria

- Previous community experience working in a Neighbourhood Centre or similar, with culturally diverse and disadvantaged communities.
- Previous experience at GM and / or Board levels.
- Knowledge of Aged Care Services and / or NDIS and / or Targeted Early Intervention Programs.
- Knowledge or qualification on not-for-profit community organisations governance
- A community relevant second language.

Key Performance Indicators

The GM's Key Performance Indicators (KPIs) are reviewed on an annual basis by the Board of Directors. The KPIs for 2021-2022 include but are not limited to:

- Financial Management within the budget approved by the Board of Directors.
- Ensure implementation, monitoring and annual review of the Strategic Plan 2021-2023.
- Ensure development, implementation and review of annual Operational Plans.
- Provide leadership for the organisation that promotes:
 - Community focused outcomes,
 - Continuous quality improvement and risk management,
 - Innovation and creativity,
 - Highly effective people management,
 - Organisational values.
 - Interpersonal and Management skills.
 - Conflict and Crisis resolution Management skills
 - Policy and governance

Please refer to additional documents including:

- RCC Strategic Plan 2021-2023
- RCC Organisational Charter
- RCC Annual Report

ACCEPTANCE DETAILS

Employee Name:

Employee Signature: Date:/...../.....

Chairperson Name:

Signature: Date:/...../.....