

POSITION DESCRIPTION —Group Manager

North East Community Support Group Inc. (NECSG) Zillmere Community Centre

Position Details

Position Title	North East Community Support Group (NECSG) Group Manager
Location	Zillmere Community Centre, 54 Handford Road, Zillmere
Award Classification	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) Level 7, with optional Salary Sacrifice
Hours	30 hrs/week. Centre is open to the public Monday – Thursday (9am – 3pm).
Reports To	President - NECSG Management Committee

About NECSG

North East Community Support Group Inc. is a community-based, not-for-profit organisation with origins dating back to 1982. We provide access to services, social connection, learning opportunities, and community development initiatives for the Zillmere community and surrounding suburbs.

Our Vision: A resilient, empowered, and inclusive community.

Our Mission: To equip and empower our community to thrive through connection, capacity building, and access to services.

Our Values:

- Social Justice — facilitating access to equal economic and social opportunities
- Inclusion — valuing and welcoming the richness of diverse identities, cultures, and voices
- Empowerment — facilitating capacity building and resilience

Practice Principles: Integrity, respect, safety, collaboration, community-first approach, and creativity.

Funded Programs

NECSG is the incorporated body that auspices three programs:

1. Zillmere Community Centre — A place of welcome, acceptance, and inclusion providing information and referrals, food relief, practical support, and group activities.

2. Family Accommodation Service — Temporary supported accommodation for families experiencing or at imminent risk of homelessness.
3. Youth Support Service — Supporting young people aged 12–21 years through information, advice, referral, and case management.

Zillmere Community Centre strives to ensure culturally safe, welcoming, and accessible spaces for Aboriginal and Torres Strait Islander peoples and multicultural communities, in alignment with NECSG's values and the Neighbourhood Centre Queensland model.

Purpose of the Position

The Group Manager provides strategic, operational, and organisational leadership across NECSG's programs. This role focuses strongly on bringing people and programs together, uniting a multidisciplinary workforce, and creating an integrated service environment.

The Manager ensures the Centre operates as a community-led, place-based hub consistent with the Neighbourhood Centre Queensland vision of centres as *"cornerstones of their communities"* that provide insight into local needs and deliver community development, support, and advocacy.

Key Responsibilities

1. Leadership, Culture & Workforce Development

- Provide strong participative leadership with the capacity to unite staff and volunteers, progress new ideas, and maintain an innovative, safe, and collaborative organisational culture.
- Lead and support staff across all programs — building a cohesive team that shares practice, resources, and a common purpose.
- Undertake recruitment, induction, training, supervision, and performance development in accordance with NECSG values and practice principles.
- Lead regular staff meetings that are planned and structured to enhance resource sharing and promote a positive team culture of respect and collaboration.
- Build a trauma-aware, culturally and psychosocial safe workplace where staff and volunteers feel supported and valued.
- Promote and uphold child-safe organisational practices consistent with legislative and organisational requirements.
- Facilitate access to current information and professional development that enables staff and volunteers to meet the evolving needs of the community.

2. Governance, Reporting & Strategic Leadership

- Exercise a high level of autonomy and independent judgement in decision-making.
- Act with delegated authority, within approved policies and delegations, from the Management Committee when required.
- Coordinate, in consultation with the Management Committee, the planning, implementation, and evaluation of Strategic and Operational Plans.
- Act as the Association's Secretary in accordance with the Constitution and delegated authority of the Management Committee, including coordinating agendas, meeting documentation, minutes, statutory records, regulatory lodgements, and governance administration. The role is not a member of the Management Committee unless separately elected or appointed.
- Prepare and present monthly reports to the Management Committee, providing clear information and analysis on program issues, activities, and performance.
- Review periodic performance reports from Program Coordinators and submit to the Management Committee in accordance with funding body guidelines and NECSG policies.
- Work with the Management Committee to prepare and present Annual Reports at the Annual General Meeting.
- Drive continuous improvement, risk management, and organisational development and report back to the Management Committee on activities undertaken and value/benefit delivered.

3. Integrated Service Delivery Oversight

- Provide leadership across all NECSG programs (Zillmere Community Centre, Family Accommodation, Youth Support, volunteers, and potential future programs).
- Ensure programs operate cohesively within an integrated service model — with coordinated pathways, shared outcomes, and collaborative practice.
- Provide oversight of funding agreements, service contracts, work plans, data collection, and evaluation in accordance with funding requirements.
- Apply advanced knowledge and high-level problem-solving to complex service and organisational issues.

4. Community Development Oversight

- Provide strategic direction, supervision, and organisational support to the Community Engagement Worker.
- Ensure community development principles guide programs and organisational decisions.

- Ensure community insights inform strategic priorities and advocacy efforts.

5. Policy & Systems Development

- Ensure the development and implementation of NECSG policies and essential legislative frameworks.
- Keep the Management Committee informed on relevant policies and procedures, ensuring timely review to maintain compliance.
- Work within all current policies and procedures of NECSG and relevant government legislation.

6. Partnerships, Advocacy & External Engagement

- Represent NECSG in networks, partnerships, and community forums.
- Build strong relationships with Elders, cultural leaders, community groups, service providers, and government agencies.
- Advocate for community needs and systemic issues identified through service delivery and community development work.
- Maintain strong relationships with funding bodies and represent NECSG in funding negotiations.
- Develop links with government and non-government agencies that enhance organisational capacity.

7. Financial, Resource & Facilities Management

- Manage program budgets in consultation with Program Coordinators and the Treasurer, in accordance with funding body guidelines and NECSG policies.
- Manage financial reporting and resource allocation in line with funding requirements.
- Research, prepare, and submit grant applications, tenders, and funding submissions in consultation with staff and the Management Committee.
- Supervise donations, fundraising, and in-kind support; facilitate professional connections with businesses for material or labour donations.
- Manage upgrades and improvements to the Community Centre facility, ensuring compliance with Brisbane City Council requirements regarding maintenance and approval processes.
- Ensure the Centre is safe, welcoming, well-maintained, and compliant with WHS requirements including monitoring psychosocial hazards and cumulative workload exposure.

Selection Criteria

Essential

1. Leadership and Team Integration — Demonstrated ability to lead, motivate, and unite multidisciplinary teams, bringing programs together into a cohesive and collaborative service model.
2. People, Culture and Workforce Development — Experience building positive organisational culture, fostering staff engagement, and managing recruitment, supervision, performance management, and staff development.
3. Strategic, Operational and Governance Capability — Proven experience leading strategic and operational planning, preparing high-quality reports, and working effectively with volunteer Management Committees or Boards.
4. Integrated Service Delivery, Compliance and Quality — Experience overseeing multi-program or integrated service environments, with strong understanding of legislative requirements, funding compliance, and quality frameworks.
5. Financial and Resource Management — Demonstrated capability managing budgets across multiple funding streams, meeting funding requirements, and ensuring appropriate resource allocation.
6. Stakeholder Engagement and External Relationships — High-level interpersonal and communication skills, with the ability to build strong relationships, represent the organisation externally, and engage effectively with community partners, Elders, cultural leaders, multicultural groups, and funding bodies.
7. Understanding of trauma-informed culturally safe practice frameworks and psychosocial safety in the workplace.
8. Digital Capability and Mandatory Requirements — Strong digital literacy (including Microsoft Office and contemporary systems) and possession of, or eligibility to obtain, a current Blue Card.

Desirable

1. Qualifications in community services, social work, human services, management, or related fields.
2. Understanding of community development principles and place-based, community-led approaches.
3. Experience preparing successful grant applications, tenders, and funding submissions.
4. Knowledge of the Queensland Neighbourhood Centre sector and its role in community wellbeing.
5. Experience working with culturally and linguistically diverse communities.

Conditions of Employment

- Employment is subject to a satisfactory Police Check and current Blue Card.

- Salary Sacrifice options are available.
- Attendance at Management Committee monthly meetings outside normal hours is required.
- The role includes appointment as the Association's Secretary in accordance with the Associations Incorporation Act 1981 (Qld) and the NECSG Constitution.

How to Apply

Applicants should submit:

1. A cover letter addressing the Essential Selection Criteria
2. A current resume including contact details for two professional referees