

|                                                                                                  |
|--------------------------------------------------------------------------------------------------|
| <b>DIAMOND VALLEY COMMUNITY SUPPORT, INC.</b><br><b>POSITION DESCRIPTION – EXECUTIVE OFFICER</b> |
|--------------------------------------------------------------------------------------------------|

**ORGANISATIONAL CONTEXT**

Diamond Valley Community Support, Inc. (DVCS) is a volunteer led, community based, registered charity providing a range of services including emergency relief, information and referrals to residents of Banyule, Nillumbik, and the surrounding areas. Each year support is provided to over 13,000 individuals across all our services.

DVCS is located at the Greensborough Plaza and operates a drop-in service from 10am to 4pm Monday to Friday. In addition, DVCS manages social enterprises including the weekly Kingsbury Drive Community Market and opportunity shops in Macleod and Diamond Creek.

DVCS' 115 volunteers are the backbone of the organisation and work in a variety of roles across the whole organisation. Paid staff includes the Executive Officer and finance/administration, marketing/communications, and emergency relief and markets coordination roles with an FTE of approximately 4.

Major funding is provided by Banyule City Council, Nillumbik Shire Council and the Federal Government (DSS via CISVic). The social enterprises collect monies from stallholder fees and sales from the op shops. Support is also provided via grants and donations from like-minded community groups.

The Executive Officer is the most senior officer of the organisation and reports directly to the DVCS Committee of Management (CoM).

DVCS is seen as a leader within the local community and collaborates with many community organisations.

**GENERAL TERMS AND CONDITIONS**

- The role of Executive Officer is a part-time permanent position (4 days a week) and based at the Greensborough Plaza.
- The award applicable to this position will be the Social, Community, Home Care and Disability Industry Award 2010 (SCHADS).
- The base salary will be at Pay Level 7.
- Package also includes: 12% Superannuation Guarantee, 4 weeks annual leave with 17.5% leave loading, and as a charity Staff Salary Sacrifice and venue/entertainment benefits tax free are available.
- There is a 6-month probation period.
- Some flexibility with working hours is essential as attendance at some events outside of normal hours will be required.
- Appointment is subject to a satisfactory Police Check and Working with Children Check.
- Performance appraisals will be conducted annually by the President or other designated representative.

**MAIN PURPOSE OF POSITION:**

The Executive Officer is responsible for the overall effective and efficient management of DVCS including.

- Implementation of DVCS' vision and strategic priorities and direction: leading and evaluating opportunities for growth within the organisation, its programs, and social enterprises.
- Managing the delivery of innovative emergency relief and community support programs.
- Ensuring DVCS continues to be financially strong and operationally efficient, with the resources required to support innovation and growth.
- Overseeing and supporting staff and the volunteer programs.
- Managing the organisation's social enterprises including community markets and opportunity shops.
- Being a leader in developing networks, collaborations, and partnerships with key stakeholders in both community and government agencies.
- Reporting to and working with a volunteer Committee of Management and assisting with governance and compliance obligations.

**DVCS VISION AND STRATEGIC PRIORITIES**

- Ensure all work undertaken is aligned with the strategic priorities relating to client impact, leadership, sustainability, growth, people, governance and compliance.
- Communicate the strategic plan to all internal and external stakeholders.
- Report to the CoM on progress against the strategic plan and support the CoM in reviewing and updating the plan.

**PEOPLE AND CULTURAL NEEDS**

- Excellent interpersonal relationship and communication skills are essential to the role.
- Must be able to communicate clearly, professionally, and respectfully to employees and volunteers at all levels of the organisation.
- Able to listen actively and respond appropriately to inquiries, feedback and concerns. This includes experience in conflict resolution, showing empathy, emotional intelligence and cultural competence.

**EMERGENCY RELIEF AND COMMUNITY PROGRAMS**

- Manage the delivery of emergency relief and community programs ensuring maximum positive impact for clients and the community.
- Monitor and evaluate programs and measure outcomes and impact which inform future program delivery.
- Ensure emergency relief program delivery complies with funding agreements.
- Ensure the highest level of data integrity is maintained in the CISVic portal.

**STAFF AND VOLUNTEER RESOURCES**

- Plan and monitor DVCS staff and volunteer resourcing requirements, making recommendations to the CoM as appropriate.
- Manage staff, including performance management, training and appraisals.
- Manage the industrial relations position of DVCS, including ensuring compliance with National Employment Standards and Modern Awards.
- Ensure a sustainable pool of staff and volunteers across the organisation to deliver client services and operate social enterprises.

## **FINANCIAL MANAGEMENT**

- In consultation with the Treasurer manage and monitor the financial status of the organisation including preparing monthly reports for committee meetings.
- Provide information to the CoM to assist financial decision making including evaluating risks.
- Review and approve expenditure payments including wages, superannuation, taxes, supplier payments and emergency relief payments.

## **COMMUNITY MARKETS**

- Manage DVCS community markets and work with the market team to implement strategies which ensure their ongoing sustainability and future growth.
- Monitor and report market KPI's and be proactive in identifying and responding to issues.
- Engage with Local Councils, La Trobe University and other key stakeholders who support community markets.

## **OPPORTUNITY SHOPS**

- Manage Op Shop operations and performance and support the Op Shop Coordinators and volunteers in undertaking their work.
- Work with team members to identify and implement innovative strategies which ensure ongoing sustainability and growth.
- Manage all agreements and contracts relating to op shops.

## **GOVERNANCE AND COMPLIANCE**

- Advise and support the CoM in meeting its governance and compliance obligations including ACNC, Consumer Affairs, OH&S, employment legislation and privacy legislation.
- Prepare documentation for CoM meetings and the AGM and ensure the timely preparation of the DVCS Annual Report.
- Ensure DVCS policies and procedures are communicated and compliant.
- Ensure IT systems support DVCS operations now and into the future.
- Complete all reporting and acquittals of service agreements and grant agreements that support the agency.

## **EXTERNAL STAKEHOLDER ENGAGEMENT**

- Be the primary point of contact for key external stakeholders, including Banyule City Council, Nillumbik Shire Council, Greensborough Plaza Management, CISVic and other government, regulatory and peak bodies, as appropriate.
- Ensure ongoing positive relationships with key community groups that support DVCS programs.
- Market DVCS to appropriate external stakeholders and develop new partnerships with local community agencies which support DVCS programs.