

POSITION DESCRIPTION - Manager

ROLE TITLE	Manager
CLASSIFICATION	NHACE 2016 Schedule 2B Level 7
REPORT TO	Committee of Governance (CoG)
REPORTS FROM	Staff, Contractors, Volunteers and Placement Students
DAYS	Monday to Friday
HOURS	30 hours a week (negotiable)
LOCATION	Glenroy Neighbourhood House (GNH) 5B Cromwell Street, Glenroy 3046 and Offsite locations as required

ROLE PURPOSE

- To drive and ensure the strategic plan is delivered and implemented so Glenroy Neighbourhood House (GNH) is a welcoming, inclusive, safe and an engaging environment for all, while maintaining compliance, viability and meeting community needs.
- To be an ambassador for GNH and its values.
- To manage the daily operations of GNH.
- To operate within and contribute to the GNH Policies and Procedures.

KEY RESPONSIBILITIES

Management and Governance

- Responsible to the **CoG** for the operation, management and development of GNH;
- Lead the **GNH team** to undertake daily management and administration of services, programs, activities and projects;
- Recruit, employ and manage staff, contractors and volunteers as required;
- Ensure that **CoG, staff** and **volunteers** position descriptions are reviewed and updated as required;
- Provide performance management, empowerment, professional and skill development and capacity building opportunities for the whole **GNH team**;
- Develop, maintain, review and implement policy and procedures in conjunction with the **CoG** and in line with the Rules of Association;

	• Provide clear and concise reports and advice on staffing, activities, programs/projects, operations, finances, grants, compliance, risks, incidents and community trends as appropriate and required to the CoG; and • Support the Annual General Meeting (AGM) process ensuring all compliance obligations are met including but not limited to preparing an Annual Report, as required by the Rules of Association.
Community Development and Advocacy	• Work within the Neighbourhood Houses Community Development Framework; • Create an inclusive welcoming environment that provides and enhances community members to have the opportunity to connect, learn and contribute to their local community through social, educational, recreational and support activities; • Engage in consultation, research and analysis to identify and respond to community needs; • Utilise community development principles to promote and resource individual and community initiatives which are consistent with the aims and objectives of GNH; • Ensure the effective promotion of GNH and its services, activities and programs through a range of promotional and publicity methods and materials, and take advantage of positive publicity and opportunities for development and sustainable growth; • Provide information, referrals and general support to GNH participants and community members; • Develop and maintain a positive culture at GNH and constructive relationships between GNH and community members; • Develop, maintain and actively engage in strong working relationships with relevant local, state and federal governments, Neighbourhood House Victoria, the North West Neighbourhood House Network, as well as local services, businesses and organisations; and • Develop and maintain GNH's participant database, engaging participants in programs and volunteering opportunities.
Planning and Funding	• Work with the CoG, staff, volunteers and GNH participants in the ongoing development and implementation of GNH's strategic plan; • Work with the CoG and staff to plan and prepare an annual budget in line with the strategic plan, and monitor, review and evaluate the financial progress and reporting method regularly along with the assistance of other CoG members; • Actively seek and apply for funding opportunities including suitable grants, completing all required reporting, and related program/project design, implementation and evaluation; • Actively lead the sourcing, planning and evaluation of programs and activities based on identified community needs; • Liaise with funding bodies, including but not limited to the Department of Families, Fairness and Housing (DFFH), Merri-bek City

	Council, Adult, Community & Further Education (ACFE) and the Department of Jobs, Skills, Industry and Regions (DJSIR); and • Work with the Bookkeeper and Treasurer to organise and prepare the necessary information required for an audit.
Qualifications and Experience	• Relevant tertiary qualifications and/or experience in the community sector preferably in a Neighbourhood House, social services, further education provider and/or other relevant tertiary disciplines; • Demonstrated understanding, commitment and experience to community development principals, development and framework, preferably in a Neighbourhood House setting; • Demonstrated understanding of community education principles and current trends; • Demonstrated ability to work in a small team environment in a consultative and collaborative manner, with experience of leadership and management, supporting and supervising CoG, staff, volunteers and placement students; • Demonstrated ability to develop, foster and maintain relationships with various internal and external stakeholders; • Demonstrated ability to easily engage people from various backgrounds and ages including those from culturally and linguistically diverse backgrounds, people with disabilities and those on lower incomes or unemployed; • Demonstrated ability to represent and advocate for GNH and the community in a highly professional manner; • Demonstrated experience in strategic and financial planning and budget management in a not-for-profit environment; • Demonstrated ability to identify community needs and to plan, develop, monitor and evaluate high-quality programs to meet those needs and grow GNH; • Demonstrated experience in successful grant writing, working with funding bodies and in compliance with accountability requirements and in seeking funding; • Demonstrated ability of high-quality report writing and presentation; • Demonstrated knowledge and understanding of relevant Commonwealth and State regulatory and legislative frameworks, including the Child Wellbeing and Safety Act 2005 and Victoria's Child Safe Standards; and • Demonstrated ability of high level administrative, organisational, negotiation and conflict resolution skills.
Operations	In alignment with GNH's values: • Establish and maintain a positive culture and welcoming, inclusive and safe environment where everyone is respected no matter their abilities/disabilities, circumstances, backgrounds or cultural identity, allowing for the opportunity to connect, learn and contribute at all times;

	• Assist participants and community members as needed either in-person, via telephone or email; • Maintain accurate record keeping on the database; • Manage information in accordance with Privacy Legislation; • Comply with all operational policies, procedures and relevant legislations; • Implement sustainable practices to reduce all forms of waste; • Attend and participate in meetings, ongoing training, coaching and feedback; • Identify ways of continuous improvement and feedback to the CoG; and • Other duties as required from time to time.
Skills and Attributes	Essential • A yes and can do mind-set; • A happy, friendly people person in nature; • Kind, understanding & patient; • Excellent written, verbal, interpersonal and communication skills; • Experience working with and confident engaging and communicating with people from culturally and linguistically diverse (CALD) backgrounds; • Demonstrated ability to relate and respond directly to people in need; • Reliable and punctual; • Ability to work autonomously and collaboratively as part of a team; • Ability to operate within a dynamic environment focused on meeting diverse community needs; • Demonstrated ability to set priorities, monitor workflow, follow and give direction, maintain deadlines, exercise initiative and judgement in changing environments; • Strong attention to detail; • Strong computer skills, using the full Microsoft Office suite including 365, Social Planet, Canva, online navigation, computer-based phone system; • Up to date First Aid training; • Up to date Mental First Aid training; • Current Working with Children Check; and • Ability to pass a National Police Clearance. Desirable • Ability to speak a second language other than English; and • Hold a current and valid Driver's License.