

Wyndham Community and Education Centre Inc

Job Description

Director of Community Services

Job Description

General Information

Incumbent:	-
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 (Above award)
Reports to:	Chief Executive Officer (CEO)
Hours:	38 hours per week
Core hours:	9am-5:06 pm, Mon – Fri
Duration:	On-going

Position objective

The Director of Community Services plays a key leadership role as part of the senior management team, reporting directly to the Chief Executive Officer (CEO). The Director is responsible for the management of all organisational programs and services within the Community Strengthening Unit (CSU) and the Project Services Unit (PSU).

The Director contributes to the vision of the organisation shaping the organisation's future by participating in organisational strategic planning and business planning activities.

Responsible for leading and managing a complex set of programs and services, the Director has three direct reports and provides support for their teams of staff working across community services and projects as required.

The Director is responsible for the ongoing program activities of the CSU and PSU and for their ongoing performance and evaluation. They also identify new programs and services that complement existing ones as community needs emerge or change.

In addition to program management and development, the Director is responsible for developing, implementing and managing annual program budgets in conjunction with the CEO and CFO and for ensuring program compliance with all federal, state and local government funding and regulatory requirements.

The Director plays a critical role in shaping relevant internal policy and has high level skills in developing and maintaining a diverse range of stakeholder relationships, advocacy skills and researching and writing submissions to ensure the growth and development of the organisation.

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Duties & responsibilities

1 Strategy & planning

- 1.1 Work with the CEO and CFO to develop, implement and monitor CSU and PSU programs and services against Wyndham CEC's strategic plan
- 1.2 Prepare and implement a CSU and PSU operational plan annually in line with Wyndham CEC strategic direction
- 1.3 Development and review of policies and procedures related to CSU and PSU operations
- 1.4 Participate in senior management meetings monthly (or as required)
- 1.5 Prepare a Board Report for all scheduled Board meetings
- 1.6 Provide an Annual Report to the CEO outlining programs and services across CSU and PSU
- 1.7 Regularly meet with CSU and PSU managers and provide high level information flows up to the CEO and senior management team

2 Business development

- 2.1 Identify and prepare tenders/ submissions and key funding applications for the CSU & PSU in line with Wyndham CEC strategic direction as agreed by the CEO/ senior management team
- 2.2 Ensure a satisfactory competitive position within the community services and employment services fields
- 2.3 Represent Wyndham CEC to external stakeholders including community, industry, employment services, government and other agencies as required
- 2.4 Ensure that programs and services operate consistently and ethically within the vision, mission and values of Wyndham CEC

3 Program delivery and expertise

- 3.1 Oversee the management of day to day operations of CSU and PSU business in accordance with Wyndham CEC strategic direction, annual budgets, operational plans and key program deliverables
- 3.2 Provide strong day-to-day leadership and bridge internal operations across service units
- 3.3 Lead the planning, development, implementation and evaluation of all CSU & PSU programs and services including:
 - Oversight of the external reporting requirements of programs and services
 - Maintaining effective communication across service units and timely resolution of issues related to programs, services or projects
 - Keeping the senior management team abreast of any deviations from goals or objectives established through annual operational plans, and of program accomplishments and/or issues.
- 3.4 Manage quality of CSU & PSU programs to ensure that they meet required standards including:
 - Ensuring managers meet all regulatory and funding body requirements

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- Oversight of all funding body KPIs in line with service agreements / contracts
- Oversight of any other regulatory or registration processes aligned to key programs and services
- Oversight of quality improvements in CSU and PSU
- Evaluation of CSU & PSU programs and services

4 *Managing staff and human resources*

4.1 Manage a team of three Managers including:

- Monitor staff performance and manage underperformance
- Evaluate achievement of KPIs against workplans
- Ensure all reporting requirements
- Ensure all compliance requirements

4.2 Foster a culture across CSU & PSU that maintains positive and ethical work practices, strong client focus and, individual & professional integrity

5 *External relationships*

5.1 Liaise with relevant funding bodies including:

- Federal Departments of:
 - Education and Skills & Employment (DESE)
 - Health
 - Home Affairs
- States Departments of:
 - Education & Training (DET) including Adult Community & Further Education (ACFE)
 - Family, Fairness & Housing (DFFH) including Multicultural Affairs and Social Cohesion (MASC) and the Office of Youth, and Neighbourhood House Coordination Program
 - Jobs, Precincts & Resources
 - Wyndham City Council including the Social & Economic Inclusion and Wyndham City Grants

5.2 Represent Wyndham CEC in consortia and partnerships including:

- west@work (Jobs Victoria Employment Services)
- Western Strategic Outcomes Network
- Wyndham Humanitarian Network
- Opportunity Wyndham
- Other consortia and partnerships relevant to programs and services

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6 *Managing financials*

- 6.1 Manage financial performance of CSU and PSU including:
- Preparing and monitoring service unit budgets (with the CEO & CFO)
 - Monitoring key performance indicators of the service unit as outlined in operational plans and the business plan
 - Participating in monthly senior management meetings.
- 6.2 Manage the acquittal of grants in consultation with the CEO & CFO.

7 *Managing risk & compliance*

- 7.1 Ensure the ongoing review of CSU and PSU policies and procedures, as per the annual schedule and ensure compliance
- 7.2 Oversee compliance with relevant service agreements / funding contracts and associated regulatory guidelines including associated organisational policies & procedures with CEO
- 7.3 In liaison with the CEO, ensure compliance with Memoranda of Understanding (MoUs) of Terms of Reference (ToR) for relevant consortiums or partnerships

8 *Other requirements*

- 8.1 Participate in Project Control Group meetings regarding facilities (as required)
- 8.2 Take on other duties consistent with the position as directed by the CEO

9 *Currency of professional skills and knowledge*

- 9.1 Maintain professional skills and knowledge relevant to Wyndham CEC service units including:
- Education, employment, settlement, youth service and community development sectors
 - Government policy directions & trends
 - Funding body guidelines, regulations & compliance

Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of the Wyndham Community and Education Centre Inc. as stated in its Constitution and Vision & Mission statements.

Have a strong understanding of Occupational Health and Safety requirements and ensure work practices reflect this.

Have a strong understanding of child safe standards, MARAM and family violence reforms.

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Key Selection Criteria

The person for this position will have:

1. Demonstrated experience in a senior management role (minimum five-year period).
2. Demonstrated competency in strategic planning and business development in community services role.
3. Demonstrated evidence of consistent success applying for government or philanthropic funds for programs and services (must demonstrate success across at least a five year period).
4. Ability to independently manage time, prioritise and plan work to meet set timelines. This includes the ability to cope with periods of constant change.
5. Experience managing change, including organisational change to achieve efficient and effective practices, meet the goals of the organisational strategy and ensure ongoing sustainability and relevance to target groups.
6. Demonstrated ability to manage federal and state government funding contracts and meet all reporting requirements including oversight of financials, risk and compliance.
7. Understanding of, and adhere to, relevant legislation, government policy and industry requirements.
8. Demonstrated ability to develop budgets that allow for the effective provision of programs and services and meet revenue targets.
9. Demonstrated aptitude in decision-making and problem-solving including the ability to identify emerging issues and risks and create strategic responses to emerging trends and opportunities.
10. Demonstrated ability to work within and across networks and form strong partnerships including high level skills in government relations, stakeholder relationships and advocacy.

Qualifications

Mandatory:

- Relevant tertiary qualification and minimum of 5 years relevant experience
- Current Working with Children Check
- Police Check at point of employment