

# Wyndham Community and Education Centre Inc

## Job Description

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### Community Strengthening Manager

#### Job Description

#### General Information

Incumbent:	TBA
Classification:	SCHADs Award 2010 level 6.1 (Above award)
Reports to:	Director of Community Services
Type of Employment:	Full time
Duration:	On-going (subject to funding)

#### Position objective

Responsible for the management of the Community Strengthening Unit that includes settlement services, community strengthening projects, strategic partnerships and networks. The Community Strengthening Manager is accountable for meeting the performance goals outlined in the Community Strengthening Service Unit operational plan, set annually.

The Community Strengthening Manager leads a team of staff to ensure the effective and efficient delivery of the programs and services outlined in the annual operational plan.

The Community Strengthening Manager reports to the Director of Community Services (DCS) as required to review the performance of the service unit and the management of key contracts and service agreements.

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### Duties & responsibilities

#### 1. *Strategy & planning*

- 1.1 Liaise with DCS and/or CEO about the strategic direction of the Service Unit (as required).
- 1.2 Prepare and implement a Service Unit operational plan annually in line with Wyndham CEC strategic direction.
- 1.3 Participate in management team meetings as required.

#### 2. *Business development*

- 2.1 Identify and prepare submissions or funding applications for the Community Strengthening Service Unit, in line with Wyndham CEC strategic directions.
- 2.2 Manage the marketing and promotion of the Community Strengthening Service Unit programs and services.
- 2.3 Identify other Community Strengthening opportunities aligned with organisational Vision, Mission and Strategies

#### 3. *Service delivery and expertise*

- 3.1 Manage the planning, development, implementation and evaluation of the services, including:
  - Settlement engagement and transition support (SETS) work programs set as per Department of Home Affairs requirements
  - Strategic partnerships work program deliverables
  - Other CSU project deliverables
- 3.2 Monitor progression of programs to ensure that they meet required standards of Department of Home Affairs and other key government funding bodies.

#### 4. *Managing staff and human resources*

- 4.1 Manage service unit team members including:
  - Staff recruitment & selection for CSU in consultation with the Director of Community Services (DCS)
  - Ensure all staff and volunteers hold the required qualifications, current resume and up to date Working with Children/Police Checks, as per policy guidelines
  - Staff induction prior to commencing employment
  - Assisting the BSM to prepare new / ongoing staff contracts for CSU staff
  - Develop work plans for CSU staff
  - Performance agreements and performance appraisals including oversight of disciplinary proceedings if required (with the COO)
  - Contribute to the training and development of team members including keeping staff informed of changes or updates to relevant legislation, guidelines and key deliverables
  - Coach and mentor coordinators to ensure optimum program performance

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- Maintain a PD record system and ensure staff files, information and records are up to date
- 4.2 Arrange regular meetings with Community Strengthening Service Unit staff.
5. *External relationships*
- 5.1 Liaise with relevant funding bodies as required including
- DoHA
  - Fairer Victoria, DFFH
  - Local governments (Wyndham, Hobsons Bay, Melton, Brimbank, Maribyrnong)
- 5.2 Represent Wyndham CEC in project partnerships including:
- Western Settlement Outcomes Network
  - Local Partnerships (Multicultural Taskforce)
  - Department of Home Affairs SETS Community of Practice, including subgroups
    - Domestic and Family Violence CoP
    - Operational CoP
    - Community and Capacity Building CoP
    - Employment CoP
    - Youth CoP
    - Victoria Specific Covid-19 CoP
  - Settlement MARAM Alignment Community of Practice
- 5.3 Represent Wyndham CEC in established networks including
- WHN – Wyndham Humanitarian Network
  - WIN – Wyndham Interfaith Network
  - Hobson’s Bay Intercultural Services Network
  - Wyndham Family Violence Services Network
  - H3 Alliance
- 5.4 In consultation with the DCS or CEO, prepare submissions for relevant bodies to advocate for improving Wyndham CEC client’s rights to access services and resources.
6. *Monitoring financials*
- 6.1 In conjunction with the DCS & CFO, oversee financial performance of CSU including:
- Monitoring the performance of the service unit against budget
  - Monitoring the performance of individual service unit programs against budget
  - Meeting service unit revenue targets and the service unit contribution to organisation gross profit
  - Understanding and controlling service unit program expenses

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- Monitoring key performance indicators of the service unit as outlined in contracts and the business plan

6.2 Manage the acquittal of grants in consultation with the Chief Financial Officer

### 7. *Managing risk & compliance*

7.1 Meet all administrative, compliance and reporting requirements of grants and/ or funding agreements

7.2 Ensure compliance with the requirements of DoHA and/or other funding bodies

7.3 Manage the statistical information required by funding bodies and ensure it is gathered, entered, validated and sent in a timely manner, with a specific focus on DoHA Data Exchange

7.4 Regularly review and improve internal systems to ensure that minimal risks occur and compliance is assured

7.5 Ensure compliance with Wyndham CEC Policies and Procedures

7.6 Ensure compliance with Memoranda of Understanding (MoU) for any relevant consortia or partnerships

### 8. *Other requirements*

8.1 Represent the organisation as Family Violence Officer

8.2 Take on other duties consistent with the position as directed by the DCS

### 9. *Currency of professional skills and knowledge*

9.1 Maintain professional skills and knowledge relevant to Wyndham CEC service unit including:

- Government policy directions & trends
- Cultural Diversity and Multifaith

#### **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:

1. Be able to operate within the vision and values of the Wyndham Community and Education Centre Inc. including the genuine commitment to access and equity principles and the concept of multiculturalism and multifaith.
2. Demonstrated ability to manage government funding contracts and meet all reporting requirements including oversight of financials, risk and compliance.
3. Demonstrated ability to manage staff.
4. Possess a strong knowledge of the needs of newly arrived migrant and refugee communities, especially those from new and emerging communities and demonstrated experience working in this area.
5. Strong organisational skills and high level oral and written communication skills, including report writing and grant applications, and the ability to independently manage time, prioritise and meet set timelines in an environment of competing priorities.
6. Demonstrated ability to work within and across networks and form strong partnerships including high level skills in government relations, stakeholder relationships and advocacy.
7. Excellent analytical, investigative and cognitive skills and the ability to identify emerging issues and risks and create strategic responses to emerging trends and opportunities.

### Qualifications

#### Mandatory:

- A qualification relevant to the field (e.g. Social Work, Community Development or similar)
- A minimum of five years of experience in the field
- A current driver's licence
- A current police check (less than 6 months) and a current working with children check (police check can be organised through Wyndham CEC)
- Must meet all Wyndham CEC safety screening processes
- Right to work in Australia

#### Desirable:

- Appropriate qualification in Management.
- High level computer skills
- Mental Health First Aid training
- Strong budgeting and financial knowledge
- High level communication skills