

# POSITION DESCRIPTION

## Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

**Position Title:** Manager (Community Programs)

**Classification Level:** Community Service Worker Classification Level 6-7 (as per Northside’s Enterprise Agreement)

**Reports To:** Chief Executive Officer

**Direct Reports:** Team members responsible for delivering the services within the relevant programs.

## Position Objective:

The Manager (Community Programs) is responsible for leading the strategic planning, development, and implementation of Northside’s community-focused initiatives, aligning with the organisation’s strategic goals, and addressing community needs. This role encompasses oversight of tenancy, case management, community development, and engagement programs. The Manager will cultivate effective partnerships with local stakeholders to enhance program outcomes and ensure rigorous adherence to organisational policies. Additionally, the Manager is responsible for mentoring and leading a high-performing team to drive continuous improvement and operational excellence, achieving key performance indicators, and enhancing community well-being.

## Key Responsibilities and Duties:

- Strategic Management and Oversight:
  - Provide strategic guidance on tenancy, case management, community development, and engagement programs to the Chief Executive Officer.
  - Oversee the development, implementation, and refinement of policies and procedures across all program areas.
  - Monitor and report on key performance indicators (KPIs) to ensure program objectives and organisational goals are achieved.
- Program Development and Community Engagement:
  - Lead the design and execution of community programs, tailoring initiatives to meet community needs and align with strategic goals.
  - Foster strong relationships with local communities, networks, and key stakeholders to enhance program effectiveness and engagement.
  - Evaluate program performance, delivering comprehensive reports on outcomes, service delivery, and development opportunities.
- Team Leadership and Development:
  - Manage and mentor a diverse team of professionals across multiple disciplines, promoting a culture of high performance, continuous improvement, and accountability.
  - Address staffing and resource needs, including the recruitment and training of team members.

Reviewed by	Human Resources	Review Date	31/05/2024
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- Provide regular feedback and conduct performance reviews to ensure professional growth and achievement of individual and team KPIs.
- Operational Support and Risk Management:
  - Actively participate in addressing operational tasks as needed, ensuring smooth program delivery and compliance with standards.
  - Develop and implement risk management strategies to mitigate potential challenges across all activities and events.
  - Ensure compliance with all organisational and legislative health, safety, and environmental requirements.
- Communication and Representation:
  - Serve as the principal liaison for program-related matters between the Chief Executive Officer, external partners, and internal teams.
  - Represent Northside at key community and industry events, enhancing the organisation's profile and networking opportunities.
  - Ensure effective communication strategies are in place to support transparent and timely dissemination of information both internally and externally.

**Essential Skills, Knowledge, and Experience:**

1. Proven experience in strategic planning and management of community programs, with ability to align initiatives with organisational goals.
2. Strong track record in designing and leading community engagement and program development, building effective stakeholder relationships.
3. Demonstrated leadership in managing diverse teams, promoting a culture of high performance and accountability, and driving professional growth.
4. Experience in operational support, risk management, and compliance with organisational standards and legislative requirements.
5. Excellent communication skills, capable of representing the organisation effectively at community and industry events and managing stakeholder relations.

**Qualifications and/or Training:**

- Desirable: Professional qualifications in social work, case management, community development, or a related field.
- Highly regarded: Experience and formal training in strategic planning, risk management, and leadership of community-focused programs.
- Full driver’s licence and access to a comprehensively insured vehicle.

**Physical Requirements/Work Environment:**

- Primarily office-based but includes travel to various service locations.
- Occasional lifting and manual handling tasks.
- Flexibility to work evenings, weekends, and public holidays as required.

**General Employment Information:**

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Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

**Signature**

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			