



Manager, Community Strengthening Programs Position Description

Position title	<i>Community Strengthening Manager</i>
Responsible to	<i>CEO</i>
Direct Reports	<i>Community Development Workers</i>
Status	<i>Part time</i>
Hours of Work	<i>28 hours per week</i>
Award:	<i>Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010</i>
Classification:	<i>SCHADS Level 7</i>
Performance Management:	<i>6 months Probation</i>
Last Updated:	<i>1 August 2022</i>

Purpose

This position will play a key role in determining and leading NNC's future service delivery and community strengthening approach in a changing context. The Community Strengthening Team (CST) is funded by DCJ as a Targeted Early Intervention service under Community Strengthening funding Stream. CST use a community development approach grounded in principles of empowerment, human rights, inclusion, social justice, self-determination and collective action to increase inclusion, cohesion and wellbeing across all communities with a focus on children and families. The role manages a small team of community development workers.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness, targeted early intervention programs focusing on families and whole of community as

well as aged care programs. NNC puts on community events such as the Winter Vibes, International Women’s Day Events and Community BBQ’s. In all that we do, NNC is committed to;

- Social Justice – We advocate for a fair and equitable society
- Belonging – Everyone has a right to have a safe place to be and a community to belong to

We want to work with the community to create a just community which includes and acts.

Emphasis and impact of the role

The Community strengthening manager will play a key role in building community capacity and facilitating opportunities for the community to take action on issues they care about. The team has a focus on those who are vulnerable and socially isolated. They currently;

- Organise and host events to enhance social inclusion and connectedness of the community
- Hold leadership roles in collective impact initiatives to provide strategic direction in the coordination of activities and services for disadvantaged communities.
- Work with whole of community through group work to provide the opportunity for individuals to increase their skills, knowledge, empowerment and self-efficacy.
- Facilitate community conversations to gather community knowledge to identify their shared aspirations for their community and together facilitate change.
- Develop and maintain community partnerships with Government organisations, NGO’s, businesses and community groups with the aim to strengthen and benefit the broader community

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Develop a plan to engage local community to have input into NNC’s next strategic plan	Develop community engagement strategy. Hold Community Conversations with key stakeholders. Interpret data from community conversations and put forward recommendations for priorities for NNC’s next strategic plan.	Community engagement strategy is developed and documented and internally communicated Community engagement plan is successfully implemented and recommendations for next strategic plan documented.
Change leadership	Determine what changes may be required for NNC moving in line with NNC strategy, any new service delivery model required as part of the change of location and considering external environment impacts. Develop change management plans and processes that ensure high levels of	Any changes required are successfully implemented

	consultation and engagement with staff and key stakeholders	
Team leadership	Foster a collaborative and open team environment, which is focused on quality outcomes for clients and communities Manage staff, volunteers, students and contractors involved in community strengthening programs	High levels of trust and collaboration within the team as evidenced in staff satisfaction survey
Contract management	Undertake required reporting to comply with government and philanthropic grants (within area of responsibility) Maintain and monitor relevant reporting portals	Grants acquitted accurately, on time and in line with funder expectations
Quality outcomes	Put systems in place to measure and monitor the outcomes being achieved through all NNC community strengthening programs Cease or change any programs or activities which are not delivering quality outcomes for clients and communities	All Community strengthening programs are delivering quality outcomes for the relevant community/communities Where outcomes are not being achieved the learning is captured and informs future program development
Work Health and Safety	Ensure all team members, including relevant volunteers and contractors, are working in a safe environment, and have access to the required induction and ongoing training needed for their roles	Number of hazard reports completed Number of team meetings where work health and safety issues are proactively raised and addressed WHS training provided
Budget management	Develop budgets and monitor monthly financial reports to ensure all projects are delivered within budget	All projects delivered within agreed budgets

WHS Accountabilities – All NNC Staff

- Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system
- Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system
- Contribute towards all work health and safety goals, objectives and key performance indicators
- Maintain a healthy and safe work environment
- Undertake all WHS training requirements for your position
- Comply with any WHS policies, procedures and reasonable instructions

WHS Accountabilities – Specific to this NNC role

Managers have responsibility for:

- Ensuring NNC's WHS procedures are effectively implemented
- Providing the necessary information, training and appropriate supervision to workers to enable them to understand and follow safe working procedures
- Managing WHS issues on a day to day basis
- Conducting workplace inspections on a regular basis and implementing corrective actions
- Identifying, assessing and controlling hazards
- Reviewing risk assessments and controls
- Investigating and reporting on all incidents and accidents so that corrective action is promptly implemented
- Supporting rehabilitation and return to work programs for individual employees
- Consulting with workers on work health and safety issues
- Consulting, co-operating and co-ordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Selection Criteria:

ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre
2. Previous experience leading effective community development/community strengthening programs.
3. Experience facilitating change in a community context
4. Experience in engaging communities and developing community strategic plans
5. Experience leading a team (staff and volunteers) to get the best out of people
6. Skills in developing collaborative and impactful partnerships across all parts of the community
7. Tertiary qualifications in Community Development or similar field or equivalent experience
8. High level communication skills, both written and verbal
9. A commitment to reconciliation with and justice for First Nations people and communities
10. Intermediate level computer skills including confidence using email, file management, and Word processing.
11. Current unrestricted NSW Driver's licence

DESIRABLE

1. Experience working with Microsoft Teams, SharePoint, Office 365
2. Experience using Xero and Dext

Declaration

I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date