

## Community Development and Neighbourhood House Manager

Division:	Family & Community Services
Award and Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 6

### Position Objective:

Reporting to the General Manager Family and Community Services, the Community Development and Neighbourhood House Manager is a key leadership role that supports our vision to promote health and wellbeing, social inclusion, economic participation, community development and engagement, through integrated service design and delivery.

The Community Development and Neighbourhood House Manager works with, and for community members, to seek and provide opportunities that are responsive to community needs, interests and promote the values of Comm Unity Plus Services Ltd (commUnity+).

The Community Development and Neighbourhood House Manager is responsible for managing the engagement and relationship building between commUnity+ and the communities that it works with, ensuring increased community engagement across commUnity+, managing community development initiatives across commUnity+, and implementing the Neighbourhood House operational plan and the program's overall management. The role is responsible for the creation of a positive community environment and experience and requires proven leadership skills, strong community sector management abilities and a passion for community development.

The role aims to facilitate social inclusion, economic participation, and engagement for a range of community members and stakeholders, to build community capacity and strengthen community engagement.

### Part A: Organisation

Organisation, Vision, Purpose and Values	
<b>Our Organisation:</b>	Comm Unity Plus Services Ltd (operating as commUnity+) is a community-based company limited by guarantee, funded by Local, State and Commonwealth Government departments and philanthropic trusts.  commUnity+ delivers a range of prevention and early intervention programs focused on informing and engaging our community through high quality Community Education (Registered Training Organisation - RTO), Family Support and Legal Programs, which complement community engagement and development programs, with special emphasis on people experiencing disadvantage and marginalisation.
<b>Our Vision:</b>	Everyone in the West has a safe place where they feel they belong and live the life they choose.
<b>Our Purpose:</b>	Understand the needs of individuals and communities we serve and provide effective and efficient services to increase economic, social and cultural participation.
<b>Our Values:</b>	Responsive: We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.

Empowering:	We will respect the strength of our communities and collaborate to deliver holistic services.
Accountable:	We will be responsible and self-reflective. We will acknowledge and celebrate achievements.
Collaborative:	We work well together and as one team for our community.
<b>Our Services:</b> <ul style="list-style-type: none"> <li>Community Education (RTO) accredited and non-accredited training across a range of Programs</li> <li>Legal Services (including Brimbank Melton Community Legal Centre)</li> <li>Family Services (including Children's Contact Service and other family support)</li> <li>Neighbourhood House</li> <li>Other community engagement and development projects and activities</li> </ul>	

## Part B: Operational Context

commUnity+ and Neighbourhood House
<p>commUnity+ is located across a number of sites across the Melbourne's West, with its Neighbourhood House based in Deer Park and Corporate Office at the Brimbank Aquatic and Wellness Centre. commUnity+ services several communities in Melbourne's West.</p> <p>commUnity+ programs include Community Education (Registered Training Organisation - RTO), Family Support and Legal Programs, and Neighbourhood House community programs.</p> <p>As a key commUnity+ program, the Neighbourhood House at our Deer Park premises applies a community development framework to engage members from across the community, including participants, staff, and volunteers from across the commUnity+ organisation. Programs include health and wellbeing, adult learning and education, skills development, social cohesion and inclusion, economic participation, women's health and fitness, financial literacy, and family and community support programs.</p> <p>For more information, please visit the commUnity+ website: <a href="http://www.comm-unityplus.org.au">www.comm-unityplus.org.au</a>.</p>

## Part C: Position Specifications

Relationships	
Division:	Family & Community Services
Program/Team:	Community Engagement including Neighbourhood House
Location:	Primarily based at Deer Park, attending other locations from time to time as required Detailed in Employment Contract and subject to change.
Reports to:	General Manager – Family and Community Services (GMFCS)
Internal:	CEO, Brimbank Melton Community Legal Centre, Community Education, Children Contact Service, Corporate Services, volunteers
External:	A wide range of stakeholders including, but not limited to: local, state, and federal government funding organisations; Brimbank City Council;

	Neighbourhood Houses Victoria; Network West; community service providers; local schools and community centres
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## Dimensions

Staff / Volunteers Managed or Supervised	Direct	Community Development Workers Community Service Officer Volunteers involved in Neighbourhood House and other community Programs (including occasional student placements)
	Indirect	

## Key Accountabilities

- Assist with the development of the commUnity+ Community Development Framework, and community engagement and development planning across all commUnity+ programs.
- Design, implement, manage, and evaluate community development initiatives and activities across commUnity+ (within Neighbourhood House and other commUnity+ programs) against Community Development Frameworks and applicable funding guidelines.
- Manage and coordinate stakeholder relations relevant to Neighbourhood House and Community Development and support the identification and prosecution of collaboration, partnerships and/or funding opportunities across commUnity+ programs and services.
- Strengthen the community reputation and visibility of commUnity+ and Neighbourhood House by implementing the Community Engagement Strategy and Framework, and the Neighbourhood House operational plan.
- Responsibility for the overall operational management of commUnity+ Neighbourhood House.

## Key Tasks

- Assist with the development of the commUnity+ Community Development Framework, and community engagement and development planning across all commUnity+ programs**
  - Lead the development and implementation of the commUnity+ Community Development Framework.
  - Develop, review and update commUnity+ community engagement and development policies, strategies and procedures to improve commUnity+ community engagement and impact.
  - Identify and prosecute opportunities for affecting positive change through community development and engagement activities that are aligned with the commUnity+ strategic plan.
  - Strengthen commUnity+ understanding of our clients, students and community members needs by contributing to the development and implementation of CU+ client outcomes measurement, including through client surveys and other data collection.
  - Plan, develop and implement community development and capacity building activities in collaboration with commUnity+ program managers.
- Design, implement, manage and evaluate community development initiatives and activities across commUnity+ (within Neighbourhood House and other commUnity+ programs) against Community Development Frameworks and applicable funding guidelines.**

- Strengthen and build the reputation and capacity of the Neighbourhood House to deliver its key objectives through robust annual and program plans
- Plan and coordinate the Neighbourhood House operations and programs in accordance with quality, risk, and budget requirements, funding obligations and delegated budgets.
- Facilitate, coordinate, and integrate a broad range of community development-based programs with a view to supporting positive community life and social inclusion, including commUnity+'s involvement in the Inclusive Communities @ BAWC program
- Liaise with partner agencies, community groups, other community+ program managers and service areas in designing Neighbourhood House programs and community development initiatives and activities of other commUnity+ programs
- Support broader commUnity+ program planning, design and implementation relevant to community needs and trends.

**C. Manage and coordinate stakeholder relations relevant to Neighbourhood House and Community Development and support the identification and prosecution of collaboration, partnerships and/or funding opportunities across commUnity+ programs and services**

- Effectively engage with government and funding organisations, community organisations and leaders, local service providers, community groups and networks to identify collaborative arrangements to meet community needs.
- Actively consult, liaise, and build strong networks with other community organisations to share knowledge and resources and form partnerships where appropriate.
- Oversee innovative practice approaches and identify new areas for partnership, funding and/or collaboration.
- Keep management informed of changes and trends that may affect program or operational viability.
- Assist in the preparation of funding submissions for Neighbourhood House and commUnity+ community development programs
- Assist with the establishment of a Community Development Reference Group to guide the development of the commUnity+ programs
- Attend networking events and stakeholder meetings.

**D. Strengthen the community reputation and visibility of CommUnity+ and Neighbourhood House by implementing the Community Engagement Strategy and Framework, and the Neighbourhood House operational plan**

- Work with relevant internal and external stakeholders to develop a Community Needs assessment.
- Manage the collection, analysis and reporting of data to management on the community needs for strategic decision making.
- Manage data collection and funding reporting processes for Neighbourhood House and community development activities within other commUnity+ programs.
- Implement and manage community development programs to achieve the strategic and operational plans of commUnity+ and the Neighbourhood House.
- Proactively support and engage with peak bodies that advocate for issues impacting our clients, students and community members.
- Help communities and stakeholders understand all that commUnity+ offers through consistent representation across programs and services.
- Codevelop success indicators to measure participant engagement and program outcomes against core funding objectives.

**E. Responsibility for the overall operational management of commUnity+ Neighbourhood House.**

- Manage operations of the Neighbourhood House whilst ensuring the organisational policies and procedures are adhered to, by staff and volunteers.

- Supervise Neighbourhood House staff and lead the recruitment and management and supervision of staff, volunteers and students to implement the operations and activities of the CommUnity+ Neighbourhood House.
- Ensure enquiries, administrative requirements, or any other front of house duties are addressed as required.
- Realise organisational goals by assisting with the development and implementation of the Strategic, Business, Risk Management, Facilities and Marketing plans.
- Attend and participate in all relevant team and management meetings
- Manage data collection, program evaluation and activity reporting for Neighbourhood House and commUnity+ community development programs

#### F. Other

- Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position.

### Part D: Person Specification

Key Selection Criteria	
Essential:	<ul style="list-style-type: none"> <li>• Excellent communication skills, both written and verbal for a variety of audiences and purposes and strong leadership skills with the ability to effectively manage staff and volunteers.</li> <li>• High level of community development and engagement skills, including knowledge of the Neighbourhood House practice framework and philosophy.</li> <li>• Demonstrated experience in program design, implementation and evaluation, program budgeting, facilitation and promotions and proven ability to innovate and influence change.</li> <li>• Experience in designing and implementing effective community engagement strategies.</li> <li>• Demonstrated ability to set priorities, monitor workflow, follow and give direction, maintain deadlines, exercise initiative and judgement in changing environments.</li> <li>• Ability to work autonomously, while maintaining strong communication with Management.</li> <li>• Demonstrated leadership and management of community development organisations and programs and demonstrated knowledge and experience in community development practices</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>• Experience in grant-writing, fundraising or sponsorship</li> </ul>
Qualifications	
Essential:	<ul style="list-style-type: none"> <li>• Tertiary qualification in Community Development, Social Work or other relevant fields</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>• Proficiency in languages additional to English is an advantage</li> <li>• Qualifications and experience in project/program management</li> </ul>
Other Requirements	
Essential	<ul style="list-style-type: none"> <li>• Current Working with Children Check and ongoing validity.</li> <li>• Current Criminal Records Check and ongoing validity.</li> <li>• Current valid Victorian Drivers Licence.</li> </ul>



	<ul style="list-style-type: none"><li>This role will require some work outside of ordinary hours and may involve occasional weekend work for involvement in community festivals and programs.</li></ul>
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Part E: Declaration

Declaration		
This position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience. I hereby accept the accountabilities and authority as outlined.		
Employee	Name ..... Signature .....	Date:    /    /
Manager	Name ..... Signature .....	Date:    /    /