



BELMONT NEIGHBOURHOOD CENTRE INC. POSITION DESCRIPTION; CENTRE MANAGER

Position Purpose To manage and administer the day to day operations of the Belmont Neighbourhood Centre in accordance with the organisation’s objectives, policies and procedures and with WHS guidelines.

To ensure the effective use of the infrastructure of the Belmont Neighbourhood Centre in order to provide the local community with access to information, resources and services to assist and promote connectivity within the community and improve individual capacity, increase resilience and improve safety within the community.

Employment Status	<i>Part time position : 56 Hours per fortnight</i>
Award Level:	SCHCaDS Award (appropriate to applicants qualifications)
Reporting To	<i>Management Committee of Belmont Neighbourhood Centre through the President</i>
Directly Supervising	<p>1. <i>Program Administration Officer</i></p> <p>3. <i>Community Development Worker</i></p> <p><i>In addition, the President of the Men’s Shed Committee and Garden Liaison team (voluntary roles) report to the Management Committee through the Centre Manager</i></p>

Dimensions/Scope	<p><i>Coordinates Belmont Neighbourhood Centre Inc. comprising of Belmont Neighbourhood Centre functions, Belmont Men’s Shed, Venue hire and Habitat in Harmony Community Garden</i></p> <p><i>In addition to paid staff, the volunteer workforce averages 20 – 30 personnel on a daily basis involved in Administration, Program Implementation, Community Garden, cleaning & maintenance and as part of Belmont Men’s Shed.</i></p>
Experience and Qualifications	<ul style="list-style-type: none"> ○ <i>Relevant tertiary qualifications (I.e. Community Development) or Management/ leadership experience in a Not for Profit organisation</i> ○ <i>Current First Aid Certificate</i> ○ <i>Current Working with Children Check</i> ○ <i>Current Driver’s Licence</i>

Core Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p><i>Vision, Mission, Values/ Organisational Knowledge</i></p>	<p>A comprehensive working knowledge of:</p> <ul style="list-style-type: none"> ○ The Vision, Mission and Values ○ the community context ○ policies and procedures of BNC, ○ the services provided ○ Organisation infrastructure and services. <p>Broad knowledge of the community services sector.</p> <p>Working knowledge of the strategic direction under which BNC operates</p>	<ul style="list-style-type: none"> ● Effectively implement the strategic plan approved by the Management Committee ● Co-ordinate the overall activities and services of Belmont Neighbourhood Centre Inc ● Build community support networks ● Ensure that all activities and projects offered by the service reflect the philosophy of the service and a community development focus

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p><i>Leadership/Communication</i></p>	<ul style="list-style-type: none"> ○ Effective team participant. ○ Leads team of less experienced staff and volunteers and evaluates their work. ○ Working knowledge of the functions of external relationships relevant to the functions of the service. ○ Maintains defined relationships and ensures they work efficiently. ○ Communication techniques that engender positive engaging relationships. ○ Uses influencing skills. ○ Uses a broad network of contacts to resolve task issues. ○ Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled. ○ Handles human resources matters – recruiting, training, performance management. 	<ul style="list-style-type: none"> • Develop and implement effective human resource policies applicable to staff and volunteer groups working within the Service • Coordinate the daily tasks performed by paid staff and volunteer groups. • Provide staff and volunteers with clearly stated Job Descriptions • Evaluate and provide feedback to all staff on workplace performance • Liaise with other agencies on behalf of BNC volunteer staff • Implement appropriate learning avenues within the services of the Centre for Student Placements and Volunteer Staff • Monitor students and volunteers to ensure adherence to appropriate conduct to meet service standards • Liaise with student supervisors to ensure all requirements are met • Establish mutual agreements and provide reports on completion of placement based on fair and just appraisal of student's performance • Liaise on professional issues with other relevant community services and agencies • Provide telephone and/or face to face information, support and referral for individuals to relevant services • Appropriately handle all incoming mail and email correspondence

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<i>Management Committee Relationship</i>	<ul style="list-style-type: none"> ○ Maintains strong and effective relationships with the Management Committee. ○ Seeks to help the Committee attract suitable people to serve. ○ Reports operationally to the Committee, and seeks external advice as necessary. 	<ul style="list-style-type: none"> ● Attend Management Committee meetings and provide comprehensive monthly reports on the operation of the service. ● Participate in discussions and decision making with the President and Management Committee members, informally and during scheduled meetings. ● Report any serious incidents or complaints to the Management Committee ● Maintain contact with peak bodies to ensure advice provided to the Committee is current and correct.
<i>Continuous Improvement/Quality</i>	<ul style="list-style-type: none"> ○ Applies quality Management processes to identify areas for improvement and recommendations for change ○ Understands Organisation processes, escalation procedures and quality principles, and applies organisational improvement methods. ○ Identifies risks and resolves standard problems in designated area, exercising initiative and judgement, under guidance, as to techniques and methods. ○ Communicates answers appropriately. ○ Methodical approach to problem solving. 	<ul style="list-style-type: none"> ● Take whatever steps necessary to help ensure diversified and ongoing funding for the organisation and any related projects initiated by the organisation ● Support new initiatives that are designed to meet gaps and deficiencies in community resources ● Lobby, as appropriate for the service and for other services to meet the needs of individuals and the community ● Liaise on professional issues with other relevant community services and agencies.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p><i>Service Delivery Management/Pr Planning & Evaluation/Financial Management</i></p>	<ul style="list-style-type: none"> ○ Develops and arranges the more complex services and programs in close cooperation with the clients, staff, volunteers and other professionals. ○ Provides referrals to other service types as appropriate; ○ Maintains appropriate contact with clients, program leaders and participants to ensure that the needs of all groups are regularly reviewed. ○ Ensures complaint mechanisms accessible for clients, their families and advocates. ○ Acts on feedback received from all groups using the facilities and services of the Centre. ○ Facilitates the transition to alternative services when required. ○ Participates in partnership development, client advocacy and effectively works with the media ○ Plans and coordinates community development/ community capacity building initiatives 	<ul style="list-style-type: none"> ● Develop, deliver and evaluate programs in accordance with the organisation's aims and objectives and Funding guidelines ● Promote the community's knowledge and use of existing facilities and services by means of participation and access to resources ● Initiate research and planning for community and service development and programs in consultation and with the assistance of the other staff. ● Participate in and resource community activities and networks ● Liaise with other service providers to develop links and partnerships to maximize service provision and development ● Ensure effective Financial Management processes and procedures are in place ● Work with the bookkeeper and accountant to ensure compliance with audit requirements. ● Ensure Petty Cash is recorded and reimbursed ● Monitor and approve purchases (to the level of delegated authority) required by the Centre or the groups within the Organisation. ● Oversee all financial management practices in cooperation with contract book keeper ● Ensure services are delivered in a sensitive, relevant and financially viable manner
<p><i>Practice/Standard/Legislation</i></p>	<ul style="list-style-type: none"> ○ In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the work environment of the Service. 	<ul style="list-style-type: none"> ● Ensure the facilities of the Neighbourhood Centre including the Men's Shed and Community Garden are well maintained meeting all requirements in relation to Workplace Health and Safety and hygiene standards.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
	<ul style="list-style-type: none"> ○ A detailed understanding of the intent and framework, of compliance, governance, policies, procedures and standards relevant to the role. ○ Promotes the duty of care to others and the need to appropriately use resources. 	<ul style="list-style-type: none"> ● Liaise with Lake Macquarie City Council and other organisations in an endeavour to improve the infrastructure and/or obtain additional/new facilities ● Follow the Department of Family & Community Services, Community Builders Grant guidelines ● Consult with funding bodies ● Ensure that the service complies with legal obligations under all funding agreements and with all other statutory requirements ● Evaluate and prepare appropriate reports for the funding bodies in accordance with all funding agreements
<i>Risk Management</i>	<ul style="list-style-type: none"> ○ Analyses the relevant environment to identify current and emerging risks using standard tools. ○ Undertakes standard risk profiling to identify negative outcomes and determine the risks to the service. ○ Takes necessary corrective action. ○ Seeks external advice and advises Committee on risk management policies and actions. 	<ul style="list-style-type: none"> ● Ensure effective WHS and Risk Management processes and procedures are in place to ensure the health and safety of staff, volunteers and visitors to the site. ● Oversee the orientation of all new staff both paid and voluntary ● Supervise all other persons who attend the Centre including but not limited to Students, Contract Labour, BNC staff and volunteers ● Report any significant accidents or infringements to the Management Committee
<i>Contract Management</i>	<ul style="list-style-type: none"> ○ Prepares Centre tender and grant submissions within service delivery capability. ○ Working knowledge of related legislative and agency requirements. 	<ul style="list-style-type: none"> ● Develop positive relationships and liaise with both government and non-government sectors. ● Liaise and foster close links with the staff of sponsored or supported projects ● Prepare grant and tender submissions for funding new and existing programs and services

Decision Making Authority

The Centre Manager is responsible for fulfilling the duties within the framework of legislative requirements and Belmont Neighbourhood Centre's policies and procedures. Issues are usually resolved without reference to the President of the Management Committee but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Belmont Neighbourhood Centre should be reported to the President of the Management Committee.

Relationships

Internal

With :	Purpose
President, Management Committee	<i>To report on activities of the service and seek approval for strategic and financial decisions beyond scope of authority</i>
Management Committee	<i>To report on activities of the service and seek approval for strategic and financial decisions</i>
Program Leaders	<i>Reviewing facilities, ongoing programs and client participation</i>
Program Administration Officer	<i>To plan activities and programs and use of facilities. Develop operational systems for effective administration of the service</i>
Community Development worker	<i>To plan marketing, social media, volunteer recruitment and staff leave</i>
Book keeper	<i>To allocate and authorise payments and review financial status</i>
Community Garden Liaison team	<i>Plan and review programs, WHS, facilities and staffing</i>
Men's Shed Committee	<i>Review programs, WHS, facilities and finances</i>
Volunteers	<i>Provide information on service activities and provide and receive feedback</i>
Clients	<i>Provide information on, services resources and activities</i>

External

With:	Purpose
Supervisor Department Family & Community Services	<i>Review of service activities and funding requirements</i>
Representatives of Lake Macquarie City Council (Lessor for premises)	<i>Reviewing maintenance/ repair , building use, security and lease arrangements</i>
LSCA	<i>Represent BNC through our peak body</i>
Hunter Volunteer Centre	<i>Place requests and discuss volunteer requirements</i>
Service Providers	<i>Explore resources, services and form partnerships with other organizations</i>
Media	<i>Promote positive use of service</i>

Selection Criteria

Essential Criteria

Qualifications:

- Relevant tertiary/ diploma qualifications in Social Welfare, Social Services, Community Development or related area OR Management/ leadership experience in a Not for Profit organisation
- Current First Aid Certificate
- Current working with Children Check
- Current Driver's Licence

Skill Requirements:

- Strong Leadership skills
- Public Relations skills – able to build strong links with community services, schools and business
- Financial management of a not for profit- experience with funding documents, acquittals and grant administration

Experience Requirements:

- Previous experience managing or supervising a team within a community service organisation or not for profit organisation
- Experience with personal crisis management and social issues affecting local community.

Knowledge Requirements:

- Thorough knowledge of community service providers and support facilities in Lake Macquarie.

Expectations

- To display informed affinity with the ideas, aspirations and ethics of Belmont Neighbourhood Centre and to identify with its mission, vision and values.
- To attend appropriate development and training courses relating to the organisation's objectives to excel in this position .