

POSITION DESCRIPTION

Position Title	Manager Community Services		
Location	Jabiru	Department	Community and Council Services
Classification	Contract	Position Type	Perm. Full time
Position Number	TBA	PD Number	TBA
Reports to	DCCS	Reports to	N/A
Reportees Roles	Community Care Senior Project Officer, Community Wellbeing Senior Project officer, NDIS Remote Community Connector Officer, Wellbeing Services Coordinator (Maningrida), Wellbeing Services Coordinator (Gunbalanya). Wellbeing Services Senior Officer (Waruwi) and Wellbeing Services Senior officer (Minjilang) for contract management and delivery only.		
Coverage	Local Government Industry Award 2020		
Approved By	Chief Executive Officer	Date	16/01/25

Position Objective

To ensure the ongoing compliance and effective delivery of Community Services against funded and other service-related contracts.

Key Responsibilities

1. Relationships

- 1.1. Develop and maintain positive working relationships with internal stakeholders that support community services work. (e.g. Chief Executive Officer (CEO), Director Community and Council Services (DCCS), Manager Regional Council Services Manager (MRCS) Council Services (CSMs), Community Wellbeing Coordinators, and Human Resources (HR) staff.
- 1.2. Forge and maintain positive relationships with external organisations and their representatives.
- 1.3. Liaise with local communities, government agencies and other organisations involved in grant funding and on-ground services to ensure ongoing service delivery compliance.

2. Finance

- 2.1. Develop and oversee financial budgets and forecasts for each program and project area within the Community Services portfolio.
- 2.2. Ensure financial returns and acquittals meet all legislative requirements.

3. Strategies and Plans

- 3.1. Maintain knowledge and understanding of the current grant funded and other service contracts and requirements, budgets, informing Legislation and Council's impacting policies, procedures, and systems.
- 3.2. Ensure any grant funded and other service contracts, budgets legislation, standards, policies, procedures are known and understood by the MRCS and CSMs in all communities.
- 3.3. Provide strategic advice to the DCCS and MRCS regarding community services matters.
- 3.4. Create and update service plans that respond to funding expectations, changing needs and organisational capacity.
- 3.5. Devise remedial actions and contingency plans for any issues likely to occur and conduct crisis management support as necessary.
- 3.6. Provide service plans, ongoing direction and advice to CSMs for the effective delivery of grant funded and other relevant community services in their communities.

Key Responsibilities

4. Leadership and Management

- 4.1. Lead by example in own performance and behaviour.
- 4.2. Promote the principles of community development and two-way learning as the primary practice methodologies of the unit.
- 4.3. Positively and professionally lead and mentor the Community Services team to grow their skills and capacity.
- 4.4. Liaise with CSM and HR to ensure ongoing capacity within teams so that contracted service delivery can occur to the necessary requirements.
- 4.5. Follow Council's policies, procedures and systems in the daily performance management of reporting staff.

5. Delivery

- 5.1. Ensure all community services providers remain externally accredited and maintain required quality systems.
- 5.2. Monitor the implementation and delivery of grant funded services and projects and provide advice and support to the appropriate personnel to ensure compliance.
- 5.3. Monitor for compliance the delivery of community services against budgets and expectations
- 5.4. Ensure the development and delivery of community services are informed by consultation with key stakeholders and provide proactive and reactive advice and support as needed to solve any problems or difficulties that could prevent service deliveries or contractual obligations from being met.
- 5.5. Oversee the management of contractors as required to ensure compliance to tenders and procurement systems and procedures.

6. Reports

- 6.1. Ensure all reports and recommendations made to Council are well-written, based on sound, provable judgement and include appropriate recommendations and options.
- 6.2. Ensure all relevant services delivery, expenditure and submission reports and acquittals are reported to Council and the relevant funding bodies within the required timeframe.

7. Employee Responsibilities

- 7.1. Follow the requirements of your Contract of Employment.
- 7.2. Adhere to your position description, policies, procedures, processes and Code of Conduct when at work and when representing Council.
- 7.3. Follow all lawful instructions.
- 7.4. Seek help or support from the appropriate personnel when needed.

8. Work Health and Safety

- 8.1. Follow all approved WHS practices and processes connected with your work.
- 8.2. Ensure you work safely, and in a way that your work does not cause real or potential harm to yourself or others.
- 8.3. Within your area of responsibility, ensure compliance with Council's Work Health and Safety policies and procedures including wearing the correct PPE and reporting any WHS incidents or breaches.
- 8.4. Follow all approved WHS practices and processes connected with your work.

Mandatory Criteria – The requirements that must be met before an individual can begin working in this role.

- Ochre Card or ability to meet the criteria for attaining one.
- Tertiary qualification in public health, community development or a related field and significant relevant experience in community/human services.
- Demonstrated experience working in and/or demonstrated understanding of the unique requirements of remote communities.
- Demonstrated success leading and inspiring a diverse staff group and developing a customer-focused, productive team culture.
- Proven experience in making decisions requiring the balance of competing demands and multiple priorities within a complex changing environment.
- Written, oral and listening skills of the standard required to consider, communicate and report on complex information and factors to a wide audience range.
- Strong numeracy skills, attention to detail and accuracy.
- Proven competency in the use of information technology and Microsoft Office applications, especially Excel.
- Demonstrable ability to communicate (written and verbally) financial concepts and solutions.
- Organised approach to work and demonstrated ability to prioritise and meet deadlines.

Essential Criteria – The requirements an employee must achieve during employment, because they are critical for the role.

- Willingness to work to Council's required policy, procedure and process standards.
- Proficiency in using Council's systems.
- Experience in working in the remote areas of West Arnhem Regional Council.
- Experience in working in a Local Government context.
- Current 'Class C' NT Driver's Licence