



Position Description

Position Title: **Manager, Community Services**

Location: 135 Kepler Street Warrambool

Pay Rate: Annual salary depending on qualifications and experience. 9.5% superannuation, additional paid leave over Christmas/New Year shutdown period, 17.5% annual leave loading, and salary packaging

Award Classification: Social, Community, Home Care and Disability Services Award 2010. Classification is Level 7, under the award.

Term of Contract: Full-time, subject to funding

Reports To: Chief Executive Officer

Hours of Work: Full-time, Monday - Friday

Historical background

The Gunditjmara Nation starts at the South Australian border then goes to the foothills of the Grampians, to Pirron Yallock and Gellibrand; this covers the coastlines within these areas. There are many tribes within the Gunditjmara Nation; each tribe had their own identity, which was knowing where their boundary lines were on country. These were often recognised by creeks, rivers and small hills.

Gunditjmara people established permanent settlements thousands of years ago, revealing a deep, enduring connection to the land. The Gunditjmara people used the land's natural topography and features to establish permanent settlements and villages along the lava flow near creeks and lakes.

Gunditjmara people gathered food including eels from the rivers and shellfish from the ocean. Places such as Lake Condah, Tower Hill, Budj Bim, Deen Maar and the Framlingham Mission areas all significant cultural sites for Gunditjmara people that tell the story of our ancestor's way of life, culture and history.

Organisational background

Incorporated in 1982, Gunditjmara Aboriginal Cooperative is an Aboriginal Community Controlled Organisation (ACCO) that provides a range of holistic community health and social support programs, principally to the Aboriginal community and other residents in Warrnambool and outlying areas. We work in close partnership with local government and other health service providers including other Aboriginal Community Controlled Organisations in the Western District of Victoria. We liaise regularly on the provision of health services, social welfare and community support programs.

Overview of the Position

The Manager, Community Services oversees a portfolio of several community health and social support programs, including Social Emotional and Wellbeing, Alcohol and Drugs, Family Violence, Strengthening Cultural Safety, Aboriginal Tenancies at Risk, Koori Outreach - Homelessness, the Local Justice Worker Program and Koori Strengthening. The Manager, Community Services is responsible for the development of and service delivery of all areas of the portfolio, ensuring service delivery targets and key performance indicators are met, while remaining within budget.

The Manager, Community Services is a member of the executive leadership and reports directly to the Chief Executive Officer. The Manager, Community Services works closely with the Finance Manager, (Manager) Primary Health Care, Manager of Elders and Home Care Services, Manager, Children's Services and People and Wellbeing Coordinator.

Key Responsibilities

Management & Leadership

- Supervise, coach and mentor employees within the Community Services portfolio in a manner that mirrors the mission and core values and strategic direction of Gunditjmara
- Ensure all programs within the Community Services portfolio are appropriately planned, promoted and delivered in a culturally safe and appropriate manner
- Lead and mirror organizational culture change within the Community Services portfolio, to achieve improved and efficient standards of service delivery
- Promote a transparent, performance-oriented culture within the organization which encourages employee engagement and personal accountability, and ensures work plans, reporting and supervision processes are in place to meet Gunditjmara's values, strategies and outcomes
- Establish and maintain effective relationships with funding bodies
- Report monthly to the Chief Executive Officer

Financial Management

- Ensure all programs within the Community Services portfolio operate within annual budgets
- Contribute to annual budget and financial planning discussions with the CEO and Financial Manager
- Ensure all team leaders and program workers are aware of their program budget
- Report on any budget issues, during monthly reporting

Accreditation and Compliance

- Ensure all programs within the Community Services portfolio are delivered utilizing best practices and in an appropriate manner to ensure Gunditjmara remains compliant with all Standards
- Promote and maintain currency of Accreditation Standards and other relevant Standards
- Facilitate an environment where all employees within the Community Services division contribute to improving their own and wider team performance
- Increase the effectiveness and efficiency of Gunditjmara and the Community Services division through coordination and collaboration with the other divisions and organizational functions

Risk Management

- Ensure all areas of risk within Community Services are identified and reported to appropriate staff members, such as Human Resources, OHS and Workplace Safety Officer
- Ensure all risk management principles are exercised, and incidents of high or material risk are reported to the Chief Executive Officer and/or appropriate staff members
- Work with program staff and other areas of Gunditjmara to develop and implement risk minimization practices

Human Resource

- Work with the CEO, other Divisional Managers and the Human Resources Coordinator to plan and oversee human resources within the Community Services division
- Provide information and work collaboratively with the Human Resources Coordinator on recruitment needs within the Community Services division
- Liaise with the CEO, Primary Health Care Manager and other Divisional Managers to guide planning of Gunditjmara's organizational structure
- Lead and supervise employees within the Community Services division including:
 - Delegate tasks and accountabilities
 - Establish work schedules
 - Monitor and review individual and team performance
 - Implement effective reporting processes

Other Duties

- Participate in a six monthly post-employment, and then annual performance reviews with the CEO, which includes developing a work plan for the next twelve month period
- Participate in and attend organisational meetings as indicated by the CEO
- All staff are accountable for the effective and efficient achievement of the key responsibilities of their position
- Be familiar with and abide by the Gunditjmara Cooperative policies and procedures including Occupational Health and Safety, and the Code of Conduct
- Undertake professional development to increase skills and knowledge
- Contribute material for Gunditjmara newsletters and social media
- Provide monthly reports on the activities and outcomes of work undertaken, including internal reporting
- Participate in the Continuous Quality Improvement process, and Risk Management programmes, and promote compliance with legislation and Gunditjmara policies
- Participate in Gunditjmara Aboriginal cultural awareness training
- Assist with and support internal and external audit processes
- Other duties as directed by the CEO

Knowledge, Skills and Aptitude Required

- Understanding and commitment to Victorian Aboriginal culture and the concept and practice of Aboriginal Community Controlled Health Services
- Demonstrated understanding of relevant state policies, legislations and standards
- Demonstrated strong and effective management and leadership skills with a proven ability to mentor and support staff and provide feedback and performance management
- Excellent interpersonal and communication skills to liaise effectively with a wide range of people at all levels. An ability to develop and maintain effective working relationships, characterised by co-operation, trust and mutual respect
- Well-developed communication skills including:
 - writing reports, funding submissions and accountability reports
 - consultation, influencing and negotiation skills
- Intermediate level computer skills using Microsoft Word, Excel, Outlook etc. and the ability to work on database systems
- Demonstrated organisational and time management skills, including ability to prioritise, manage multiple tasks, work to deadlines, manage interruptions and adapt to changing priorities
- Ability to travel, participate and lead in local, regional and state-wide meetings and network forums
- Possession of relevant qualifications and at least two years management experience or able to demonstrate significant relevant work experience and training

Desirable

- Aboriginal and Torres Strait Islander persons are encouraged to apply

Child Safety

Gunditjmara is a Child Safe Organisation and is committed to the safety of children and protecting children from abuse. Pre-employment checks include:

- undergo and attain a satisfactory police check
- be in possession of a current Working With Children Check card
- be able to attain two satisfactory employment references that attest to your suitability to work with Aboriginal and non-Aboriginal children

Other Position Related Information

- A current Victorian drivers licence is required

Guidelines for Submitting Applications

Application deadline is Sunday 18 August 2019. Specific queries about the position should be directed to Ashley Couzens, CEO ceo@gunditjmara.org.au 03 5559 1234. Queries and applications to Susan Kay, HR Coordinator recruitment@gunditjmara.org.au. Applications must include your resume, 2 references, a covering letter and how you meet the knowledge, skills and aptitude required of the position (see above).