**Position Title: community services MAnager**

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| **DIRECTORATE** | **SECTION** | **GRADE** |
| **FINANCE & CORPORATE SERVICES** | COMMUNITY SERVICES | 10-11 |

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| **ORGANISATION RELATIONSHIPS** | |
| **Position title of Supervisor**: | DIRECTOR FINANCE & CORPORATE SERVICES |
| **Positions which report directly to this position:** | Family Day Care Coordinator, Home & Community Care/ CVS Coordinator, Community Transport Coordinator and After School Hours Care Coordinator. |
| **Positions which report indirectly to this position:** | Family Day Care 3, HACC 3, After School Care 6 |
| **Other Key Working Relationships:** | Other Community Services Staff, volunteers, clients, families and members of the public. |

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| **PRIMARY PURPOSE OF POSITION** |
| * To effectively manage the Community Services team to support Community Services through efficient and effective provision of a wide range of services to residents within the Cabonne Shire including Family Day Care, After School Hours Care, Home & Community Care (HAAC) and Community Transport. * To ensure the provision of range of transport options into, out of and around Cabonne are affordable and available * To ensure pre-school, play group, child care and youth facilities are available across Cabonne. * To ensure health & aged care facilities meet local community needs. |

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| **SECTIONAL STRUCTURE** |
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| **KEY ORGANISATIONAL DRIVERS** | |
| **Service Guarantee** | Cabonne Council is committed to providing our community with high quality service which meets their reasonable expectations. Business will be fair and completed in an appropriate timeframe and stakeholders will be treated with honesty and integrity at all times. Council recognises that providing high quality service will help us to serve our community in the best possible way. |
| We can achieve this by;   * Delivering a high level of service to both external and internal stakeholders in line with Council’s Policy on Service. * Fostering a responsive and prioritised approach to service delivery. * Identifying and acting upon opportunities to improve service processes and systems in collaboration with stakeholders. |
| **Asset Management** | Asset management is a systematic process of deploying, operating, maintaining, upgrading and disposing of assets cost-effectively. Asset Management is the practice of managing assets to achieve the greatest return (IE productive assets such as plant and equipment), and the process of monitoring and maintaining, with the objective of providing the best possible services and facilities to our community and its stakeholders. |
| We can achieve this by;   * Utilising Council’s assets in an efficient, effective and economical manner. * Ensuring Council’s services and infrastructure are provided in a sustainable manner, with the appropriate levels of service to residents, visitors and the environment. * Creating an environment where all Council employees take an integral part in the overall management of Council assets by creating and sustaining an asset management awareness in all that we do. |
| **Risk Management** | Cabonne Council is committed to using an Enterprise Risk Management Framework to guide council’s approach to risk management including council’s risk appetite and council’s commitment to our risk strategy. Risk Management is integrated into all business activities and systems and we are guided by the Australia/New Zealand standard AS/NZS ISO 31000:2009 Risk Management – Principles and guidelines. |
| We can achieve this by;   * Taking reasonable and practical steps to minimise Council’s exposure to risk including health and safety, contractual, legal, professional and public liability within the scope of your position responsibility and expectation of the position. * Integrating and embedding risk management into all ongoing business activities, processes, procedures, systems and reports in accordance with Council’s Enterprise Risk Management (ERM) system. * Monitoring the external environment to identify potential risks, complacency is a concern just as much as the risk itself. |
| **Business Improvement** | Cabonne Council is committed to fostering a culture of Business Process Improvement (BPI) via optimising our processes to achieve more efficient results. Our guiding principles are about being informed, innovative and actively seeking out new ideas. We aim to be known for our forward thinking, planning & execution approach. We act with a sense of urgency, we learn from our successes and mistakes and we balance opportunity and risk management appropriately to achieve our Community Strategic Plan. |
| We can achieve this by;   * Having an ongoing commitment to organisational effectiveness, by working in the best interest of the Cabonne community at all times, respecting and communicating effectively with colleagues, by acting honestly, demonstrating transparency and having a willingness to share information and work together to achieve the best outcomes. * Understanding the importance of taking care of today and actively preparing for tomorrow. We can do this by embracing innovation, technology and sustainability when delivering the key responsibilities of our positions. * Regularly reviewing our services and facilities to ensure the Council offers value to the community in terms of cost, quality, reliability and timeliness. * Ensuring our decisions are economically, socially and environmentally sustainable. |

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| **KEY PERSONAL SKILLS AND COMPETENCIES** | |
| As a strategically driven organisation, Council demonstrates its values and organisational drivers through demonstrated workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. | |
| **(Personal) behaviour competencies** | * Is honest and respectful towards others and works as part of a team. * Displays appropriate behaviour in the workplace in line with Council’s Code of Conduct. * Takes ownership and responsibility for their key responsibilities and accepts direction. * Demonstrates initiative and a willingness to put forward ideas along with demonstrating a personal interest toward improving the way key responsibilities ‘could’ be achieved. * Possesses appropriate skills and emotional intelligence to resolve working relationship issues if they arise. * Demonstrates flexibility and resilience to cope with change. |
| **Qualifications/**  **Licences** | * Degree in relevant subject area – Bachelor of Social Science or similar. * Class C driver’s licence. |
| **Skills and Experience** | * Substantial experience in the Community services field of work at a supervisory/management level. * Proven ability to manage and monitor budgets. * Well-developed communication skills including ability to liaise with a variety of stakeholders, negotiate, consult and resolve conflict. * Demonstrated ability to prepare and produce detailed correspondence, reports, policies and complex documents. * Competent computer skills in Microsoft office applications and relevant specialised software. * Proven analytical, conceptual and problem solving skills with demonstrated initiative and flexibility. * Ability to provide a demonstrated high level service to external and internal customers. |

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| **KEY RESPONSIBILITIES** |

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| **Activities** | **Description of activities and responsibilities** |
| **IP&R Focus Area- Future Direction 3: Provide and Develop Community Facilities** | |
| C**ommunity Services** | * Lead and manage the Community Services teams including Family Day Care, After School Hours Care, Home & Community Care and Community Transport to achieve the outcomes in Council’s Community and Strategic Plan. * Ensure funded programs set and meet performance targets. * Ensure that the necessary accreditation is achieved for all services. * Identify and document community needs including social planning functions and identifying and pursuing funding opportunities to address these needs. * Ensure effective planning for the provision of high quality Community Services having regard to Council’s identified priorities and community needs. |
| **IP&R Focus Area- Future Direction 1: Connect Cabonne to each other and the world** | |
| **Community Transport Services** | * Provide affordable medical, HAAC and community transport services to Cabonne residents through the effective Implementation of the Community Transport Program. |
| **IP&R Focus Area- Future Direction 3: Provide and Develop Community Facilities** | |
| **Children’s Services** | * Facilitate the provision of Children’s services including:   + Recruiting, training and monitoring educators for Family Day Care (FDC),   + Implementing the Family Day Care Program.   + Reviewing alternatives for After School (AS) Hours care   + Reviewing the financial sustainability of FDC, In Home (IH) and AS Care services * Provide and facilitate opportunities, facilities and events for young people   + Organise Youth of the Month (YOM) awards   + Organise for young people to address Council annually   + Feedback provided on matters raised by young people with Council   + Hold Youth Week activities   + Operate a Youth Ambassador of the Year award   + Youth services are promoted across Cabonne   + Provide transport to events for young people |
| **Home & Community Care** | * Facilitate the provision of aged care facilities including:   + Identifying challenges and opportunities for Aged Care facilities /services,   + Facilitating retirement and Aged Care projects,   + and promoting HACC services within Cabonne. * Actively participate in the Cabonne Health Council (CHC) and the CENTROC Workforce Committee. |
| **IP&R Focus Area- Future Direction 4: Grow Cabonne’s Culture and Community** | |
| **Reporting and compliance** | * Manage the Community Services budget including preparing, monitoring and reporting on expenditure/progress against budgets and report any issues of concern. * Contribute relevant input to Council reports and documents, prepare reports to Council and effectively implementing relevant Council decisions. * Record, process and respond to verbal and written customer enquiries and complaints including ensuring customer service requests are followed through and the actions and outcomes are adequately documented with electronic notes within Council’s records system. |

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| **SIGNED BY EMPLOYEE:**  **(Acknowledging they have read and understood):** |  |
| **SUPERVISOR/MANAGER:** |  |
| **DIRECTOR:** |  |
| **DATE SIGNED:** |  |