

## YMCA POSITION DESCRIPTION – COMMUNITY SERVICES MANAGER

Position Title	Community Services Manager		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award / Agreement	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification Level	Level 6.1 – 7.1 (dep. on level of skills, knowledge and experience)		
Position Status	Permanent	Child Facing Role	Blue Card Required
		?	?
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check Working with Children Check (Blue Card)		
Reports to	Group Manager, YMCA Social Impact		
Supervises	Youth Workers, Skilling QLD for Work program and Hair Salon Manager		

### Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

The mission impact for each YMCA Community Centre is to support people to make a positive contribution to their community. This purpose is delivered via a community centre model of Service. Each community centre has either a youth or family and children focus and operates as a standalone facility or integrated with a YMCA Vocational School. In some instances, a community centre will, as part of its operation, deliver neighbourhood centre functions.

### Position Summary

This position leads the Community Centre program area. This position will support Centre Coordinators to further strengthen the operation of YMCA Community Centres so that people visiting these Centres feel like they belong and have an opportunity to develop skills so they are able to give back to their Community. The Community Centre Manager will also work with the Community Centre team to balance the goals of both the Centre and embedded YMCA program.

### Duties and Responsibilities

#### 1. LEAD COMMUNITY CENTRE IMPROVEMENT

- 1.1 The development, implementation, review and amendment of the Community Centre strategic intent;
- 1.2 The development and implementation of improvement processes with respect to the community centre model of service and subsequent development of related policies, procedures and practices in consultation with Community Centre Coordinators;
- 1.3 Maintaining a strong connection between other Social Impact and YMCA of Brisbane programs, looking for opportunities for service integration;
- 1.4 Using data to demonstrate beneficiary outcomes and drive decision-making.



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## 2. LEADING COMMUNITY DEVELOPMENT

- 2.1 Leading the organisation's approach to developing healthy, happy and inclusive communities, through the provision of vibrant community centres that are responsive to local needs and assets;
- 2.2 Demonstrating a commitment to place-based, holistic community work, that seeks to maximise existing resources, and actively contribute to building social capital and community capacity;
- 2.3 Leading a culturally appropriate and inclusive approach, that champions diversity and welcomes people from all cultural backgrounds, in particular, recognising and respectfully acknowledging local traditional custodians;
- 2.4 Leading community centre coordinators in the ongoing networking, collaboration and consultation of local community members and stakeholders

## 3. LEAD LEARNING AND DEVELOPMENT

- 3.1 Focusing on Community Centre Coordinator practice in both community work and centre operation;
- 3.2 Promoting excellence in program development, implementation and review appropriate to a Community Centre's focus, goals and quality outcomes for beneficiaries;
- 3.3 Effective utilisation and alignment with the YMCA Social Impact's Thrive philosophy (trauma informed practices) to support the wellbeing of beneficiaries;
- 3.4 Utilising evidence-based best practice methods to appropriately case manage beneficiaries with complex needs.

## 4. DEVELOPING SELF AND OTHERS

- 4.1 The development and implementation of staff development and performance plans;
- 4.2 Provide or facilitate professional supervision of staff;
- 4.3 Embed a coaching and mentoring culture throughout all community centres; and
- 4.4 Establish and maintain partnerships with tertiary education providers that contribute to a culture of sector development and excellent practice in all aspects of the model of service.

## 5. LEAD IMPACT, INNOVATION AND CHANGE

- 5.1 Contribute to the design, development, and review of an up-to-date monitoring, evaluation, and learning framework for the program or service, and ensure it is implemented as intended;
- 5.2 Modelling and promoting evidence-informed decision-making by proactively applying research and evaluation insights and other appropriate information to planning and decision-making processes; and
- 5.3 Empower and encourage staff and beneficiaries to lead or take an active role in program and service development.

## 6. ENGAGE AND WORK WITH THE COMMUNITY

- 6.1 Develop and maintain networks and partnerships with key stakeholders non-government services and organisations; government representatives, statutory authorities and the corporate sector;
- 6.2 Support Community Centre Coordinator networks across the Centres;
- 6.3 Initiate and support relationships with like Community VET program providers and social enterprises, including across the greater YMCA movement and in the broader community;
- 6.4 Contribute to community development and pastoral care within beneficiary communities;
- 6.5 Support student practicum placements and volunteer engagement at all levels of Training and Enterprise;
- 6.6 Maintain strong relationships with relevant stakeholders to maintain a strong understanding the current and future trends and perspectives that both will impact beneficiaries and develop opportunities for Program growth;
- 6.7 Facilitate and participate in training activities;



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- 6.8 Participate in extra-curricular activities reasonably expected in line with the position, including but not limited to industry networking events, professional development, school camps and school related events;
- 6.9 Advocate on behalf and for young people in community planning committees where appropriate and needed.

### 7. MANAGEMENT OF COMMUNITY CENTRES

- 7.1 The effective oversight of each Community Centre Coordinator so that the operation of each Community Centre remains consistent with the underpinning principles, strategic direction, vision and model of service established for YMCA Community Centre.
- 7.2 The use of replicable practices to hire community centre space to third parties ; operate a social enterprise from the site; and or deliver employment programs to community centre beneficiaries;
- 7.3 Ensure planning approaches are consistent with organisational practice;
- 7.4 Ensure compliance and reporting practices are timely, accurate and transparent;
- 7.5 Ensure staff engagement and recruiting practices are aligned with organisational human resource and educational standards;
- 7.6 Production of high level and comprehensive project proposals / business cases / feasibilities related to the delivery of the aforementioned performance for the consideration of the Group Manager, Social Impact and Y-Care Management Committee;
- 7.7 The preparation of a Community Centre budget and then monitoring the income and expenditure against budget targets, ensuring corrective action is taken when targets are not met;
- 7.8 Manage the submission of funding and grant applications (capital and recurrent) to enhance breadth and depth of service provision and program development; ensure grant targets and timelines are met;
- 7.9 Ensure funding acquittal requirements are completed within required timeframes;
- 7.10 Adherence to appropriate governance delegations and authorisations.

### Safeguarding Children

#### 8. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

##### Child-Facing Roles

- 8.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 8.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 8.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 8.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 8.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 8.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 8.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;

Participate in safeguarding children and young people training as directed;

##### Non-Child-Facing Roles



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- 8.8 Participate in safeguarding children and young people training as directed
- 8.9 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 8.10 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 8.11 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 8.12 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 8.13 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

### General

#### 9. GENERAL REQUIREMENTS

- 9.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 9.2 Comply with all Policies and procedures
- 9.3 Maintain confidentiality of all YMCA information, records and files;
- 9.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 9.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 9.6 Any other duties as determined by the Chief Executive Officer as required.

### Health and Safety

#### 10. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 10.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 10.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 10.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 10.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 10.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 10.6 Properly use equipment, including any relevant safety equipment or devices;
- 10.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 10.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 10.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 10.10 Make suggestions for improvements to health and safety practices within the workplace;
- 10.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 10.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

### Key Physical Requirements

- 1. Walking / standing – Frequent
- 2. Sitting – Frequent to Constant
- 3. Driving - Frequent
- 4. Squatting/ bending/kneeling – Occasional
- 5. Working outdoors – Occasional



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6. Fine motor skills (keying, typing) – Constant
7. Gross motor skills (e.g. setting up, packing up) – Occasional
8. Lifting/carrying up to 10kg – Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

### Position Requirements / Selection Criteria

1. Minimum of 3 years completed of a relevant degree and working towards the completion or completed Bachelor of Human Services, Social Work, Psychology or related degree, with a minimum of 5 years related work experience;
2. Current Open Queensland Drivers Licence;
3. Demonstrated capacity to develop and maintain an organisational culture based on YMCA mission and values;
4. Significant and successful strategic leadership experience in a Community Service setting of at least 5 years;
5. Significant experience in working with Government, Community and corporate stakeholders;
6. A demonstrated knowledge of the challenges facing youth / families and Children and the innovative methods needed to support them to go on a journey where they are contributing to their community;
7. Ability to communicate effectively with beneficiaries including the use of appropriate interpersonal skills and the ability to plan and apply appropriate strategies to support beneficiaries to go on a journey where they are contributing to their community;
8. Demonstrated monitoring, evaluation and learning skills and the ability to use those to influence the youth / families and children strategic intent sought by the YMCA;
9. Demonstrated ability to manage effectively human, financial and physical resources to deliver both social impact and high quality organisational outcomes;
10. Demonstrated capacity to produce high level business cases which have been considered and subsequently approved by Boards and or equivalents;
11. Willingness to obtain an ACF Safeguarding Children Certificate;
12. Current First Aid and CPR Certificates or willingness to obtain;
13. Possess or willingness to obtain a Blue Card and a National Criminal History check prior to commencement of employment.

### Membership of the Australian Psychological Society Approval

Date Position Description Revised:	28 October 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

