

# Job Description

Senior Leader



Job Title: Manager Community Development

Department: Community Services

Award: SCHADS

Classification Level: 7

Reports To (Title): Senior Manager Family Services

Direct Reports: 5

## About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

## About the Job

ac.care aims to take a leading role in creating collaboration and capacity building in country communities. Our intent is to interrupt cycles of disadvantage and improve outcomes for people through a wide range of services including use of early intervention and community development approaches. The Manager Community Development role will be a key leader within ac.care, supporting the organisation's 2023-2026 Strategic Plan and Long Term 2035 Strategic Outlook.

This role will provide direct leadership of the Communities for Children, Community Connections (Murraylands and Riverland) and the Berri Community Centre Programs. The role will involve providing leadership, support and supervision to staff, service development and delivery, contract and financial management.

The Manager Community Development will require Community Development expertise. This would include the ability to actively seek voices and collaboration of community in the design and delivery of ideas. It would also include an ability to contribute evidence to the design of community responses and to be able to track, evaluate and report on progress of initiatives.

This position has a significant role in developing positive and effective relationships with key organisations and stakeholders (internal and external). In particular, the role will be required to develop respectful and trusting relationships with First Nations key community members and organisations, representatives and individuals with lived experience as well as broader business, community, local and state government representatives.

## Key Outcomes

Job responsibilities

- Undertake and/or collate research, needs assessments, consultation, stakeholder mapping, data collection and analysis to support the design of initiatives and services.
- Drive a broad range of innovative community led, placed-based initiatives to create social impact



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- Support the development of frameworks to ensure that children, families and their communities have an active voice in building supports and services.
- Identify and implement strategies that measure impact of service delivery. Share this data, evidence and learnings to improve outcomes for children, families and communities.
- Directly manage the Communities for Children, Community Connections and Berri Community Centre programs. Including adherence to relevant contractual requirements and operating guidelines.
- Provide supervision, development and direction to staff
- Maintain accurate and professional recording of program activities for both internal and external stakeholders. Provide reports of these records as required
- Work closely and support funded Community Partners to ensure their services are compliant with formal agreements, effective and integrated, so that they address the needs of the target groups in the Murraylands communities
- Contribute to the learning, development and skills of ac.care staff in Community Development
- Demonstrate financial acumen with the ability to manage and deliver on budgets.
- Actively participate in ac.care's Performance Development and Review Program.
- Actively promote and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.

## Work Health and Safety responsibilities

## Organisational responsibilities

- Accept responsibility for own and others safety.
- Actively participate in consultation about work, health and safety issues.
- Identify and report hazards and incidents and identify risk controls where appropriate.
- Actively speak up, report and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintain a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintain a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contribute to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.
- Demonstrate appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.

## Key Relationships

- Line management of staff in the Communities for Children Program, Community Connections (Murray Bridge and Berri) and Berri Community Centre
- Peer support and collaboration with Manager Community Engagement
- Collaborative relationships with ac.care executives, senior managers, program managers, staff, volunteers and clients.
- Positive and productive relationships with ac.care partners, other Non-Government Organisations (NGO), Aboriginal Community Controlled Organisations, local community members, Local Government and businesses.
- Positive relationships with SA and Commonwealth Government Departments.



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## Special Conditions

- Hold a current SA drivers' licence 'Class C' or interstate equivalent

Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:

- Working with Children Check  
 National Police Check  
 Psychological Suitability Assessment  
 Medical or Functional Assessment

- Out of hours work may be required from time to time

- Client transportation required and/or client visitation outside of the office required  Intra and interstate travel may be required

## Key Selection Criteria

### Essential

- Relevant tertiary qualifications in social science, social work, community development or related fields
- Demonstrated knowledge and skills in community data analysis and application of this evidence in service design and delivery
- Experience in design and development of valid and reliable community consultation tools
- Proven experience in managing services and staff to deliver positive client outcomes and contractual requirements
- Extensive experience in building and maintaining effective partnerships with a wide variety of stakeholders
- Strong professional writing skills.
- Excellent listening, communication and negotiation skills.

### Highly Regarded

- Experience in community development/capacity building in partnership with Aboriginal and Torres Strait Islander peoples, families, and communities.
- Experience working effectively with people from culturally and linguistically diverse (CALD) backgrounds.
- Demonstrated understanding of vulnerability and disadvantage in relation to children and families including the challenges and opportunities in delivering services to people with highly complex needs.
- Demonstrated understanding and experience in the inclusion of client voice/ lived experience in the design and continuous improvement of services
- Demonstrated ability to apply outcome measurement strategies to create social impact
- Ability to create and present reports, business cases and tender applications where required.
- Demonstrated ability to develop and maintain trusting relationships with community and key stakeholders.



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## Competencies



### Senior Leader

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"> <li>Predict and plan for future organisational needs including the impact of economic, political and social trends</li> <li>Develop and achieve strategic and business plans</li> <li>Ensure clarity of purpose, alignment of direction and translate into operational plans</li> </ul>
<b>Achieves results</b>	<ul style="list-style-type: none"> <li>Ensure sufficient resources in order to achieve outcomes and implementation of the ac.care Business Plan</li> <li>Ensure a risk based approach to ac.care operations and decision making</li> <li>Create a culture of accountability, challenging individuals and teams to achieve high quality results aligned with ac.care strategy</li> </ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"> <li>Monitor performance outcomes including systems and processes and ensure appropriate corrective actions when required</li> <li>Foster a culture of continuous improvement</li> <li>Create an environment which encourages and supports openness, persistence and genuine debate around critical issues</li> </ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"> <li>Create and promote a climate where staff feel safe to report potential breaches of rules, policies and guidelines</li> <li>Foster trust by encouraging 'positive conflict' where issues are resolved fairly in an open and respectful way</li> <li>Promote and defend ideas on behalf of other individuals, teams and the organisation</li> <li>Champion and act as an advocate for the highest standards of ethical and professional behaviour</li> <li>Champion a learning culture of continuous self-development, using coaching and feedback to unlock potential and performance</li> <li>Drive a positive culture of recognition of good performance and address performance shortfalls quickly, directly, fairly and openly with teams</li> </ul>



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**Builds relationships and engages others**

- Work with managers to initiate change, build ownership and accept change
- Build strong morale by working together to share information and remove barriers to collaboration
- Position the organisation positively within the community, professional networks and key stakeholders
- Promote an environment of respect and empathy which values diversity of people, experiences, backgrounds and uniqueness

