



SERVICE MANAGER COMMUNITY SUPPORT POSITION DESCRIPTION

POSITION NO:	1108
CLASSIFICATION:	Band 7
OCCUPANT:	Vacant
DATE:	March 2019

POSITION CONTEXT & OBJECTIVE(S):

Warrnambool City Council (WCC) provides a broad range of Community services to support young people, older people, people with disabilities, carers and the broader community to improve access and participation opportunities for improved health and wellbeing.

This position is responsible for the strategic development and management of a range of services and functions including: Community Programs, Social Support programs, Volunteer Connect Program, Assessment Services, Youth Services, Administration Services and the Aged Care Sector Development Team across the south west region.

The purpose of the role is to:

- Ensure effective planning, development and delivery of high quality, sustainable client and community centred programs.
- Ensure effective management and provision of a broad range of services.
- Ensure that all programs and services are managed in accordance with funding requirements, Council policies, allocated budgets and contemporary human resource management approaches.
- Develop effective systems to ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and Council policy.
- Provide strategic advice and support to the Manager-Capacity, Access and Inclusion, including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals.
- Lead the implementation of relevant service development and improvements in partnership with clients, the community, funding bodies and staff.
- Coordinate Emergency relief functions and resources during emergencies and other critical incidents.
- Provide high level management guidance, decision making and reporting in the areas of public sector accountability, critical incidents in service delivery, staffing issues including industrial relations, customer relations and complaint resolution and provide operational support on service management issues.

KEY RESPONSIBILITIES AND DUTIES:

1. Program Planning and Policy

- Manage the development, implementation and review of operational plans for all delegated programs responding to key performance priorities, community demand, policy directions and sustainable service outcomes.
- Manage the development of quality and risk management plans and systems to ensure that operational audits and actions are undertaken to achieve compliance with relevant service standards.
- Ensure the effective utilisation of technologies and information management systems to maximise the efficient collection of statistical, quality and risk management reporting requirements, financial records, service planning outcomes and evaluation measures.

- Manage the development and review of policies, processes and practices to ensure compliance with funding requirements, Council policy and strategic directions.
- Provide timely performance, statistical and quality reports, as requested by the Manager Capacity, Access and Inclusion
- Develop and implement a workforce development plan to ensure that appropriate skills and adequate staffing levels are attracted and retained in accordance with industry standards.

2. Service Management

Lead and support Coordinators and Team Leaders in the management of designated programs responsibility.

3. Facility Management

Coordinate all building maintenance requirements for the Archie Graham Community Centre.

Provide advice to the Manager Access Ageing and Inclusion for the allocation of the annual minor capital allocation.

Provide support to Council Occupational Health and Safety advisors in building inspections.

Ensure all staff have required access and key requirements to the building and ensure key register is up to date at all times.

Provide counsel to the Manager Access Ageing and Inclusion on prospective building tenants and coordinate lease/license agreements.

4. Program Development

- Lead the development, monitoring and review of improvement initiatives for programs to improve service quality and cost outcomes in collaboration with clients, staff, volunteers, colleagues and the Manager Capacity, Access and Inclusion
- Actively seek out funding and partnership opportunities that will compliment programs provided to help respond to community demand and maintain the programs leadership role in the region.
- Prepare and make recommendations to the Manager Capacity, Access and Inclusion-on sustainable service development options to meet the changing needs of the community.

5. Client and Community Engagement

- Ensure the provision of high quality customer service respecting the diversity and complexity of client needs in accordance with relevant service standards and Council's customer service charter.
- Lead the development of productive partnerships with clients, contractors and other service providers to strengthen service coordination and increase client's access to services that they need.
- Maintain effective monitoring systems to identify changes in client's needs and report on emerging gaps within current programs.

6. Human Resource Management

- Provide leadership and direction to staff.
- Develop and review employee manuals relating to delegated programs.
- Undertake responsibility for recruitment, induction, training, supervision and review of all delegated staff, in conjunction with Council's Organisation Development Branch.
- Ensure a commitment to development and training of all staff, including achievement and maintenance of qualifications and other professional development as required.
- Implement and maintain effective staff communication.
- Undertake annual employee performance and development plans and identify training needs to support staff development.

- Develop and manage the implementation of an annual training plan that reflects the training and development needs of staff to meet compliance with funding requirements, service standards and corporate training objectives.
- Convene regular team meetings to identify performance trends, issues, improvements and change management strategies to achieve compliance with performance targets, quality and risk management requirements and drive program improvement.
- Develop operational monitoring systems to ensure immediate corrective action to remedy unsatisfactory performance and practices are undertaken in accordance with funding and Council's Risk Management policy and procedures at all times.

7. Financial Management

- Prepare reports on delegated programs for the Council, Manager Capacity, Access and Inclusion and relevant funding bodies as required.
- Develop annual budgets for all services in consultation with the Manager Capacity, Access and Inclusion
- Prepare, monitor and report on the annual budget and financial forecasts for delegated services.
- Ensure rigorous financial management practices are in place for delegated services

8. Emergency Management

Develop, review and ensure that all emergency management procedures are in place and reviewed regularly and that emergency evacuation processes are trialled at least annually.

Ensure all new staff are inducted into the emergency management requirements of the building.

9. Health and Safety

- Manage the provision of a safe and healthy work environment for staff and volunteers in compliance with Occupational Health and Safety requirements, duty of care and professional standards at all times.
- Record, monitor, review and report incidents involving staff and clients and where necessary take action to reduce risk.
- Ensure all programs and activities comply with Occupational Health and Safety regulations and other relevant statutory requirements and guidelines.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Extensive experience in Community service leadership and management
2. A working knowledge of Community development and health promotion practice
3. Demonstrated ability in stakeholder management and partnership development
4. Experience in program innovation, development and evaluation
5. Experience in facility management
6. Highly developed interpersonal and communication skills
7. Financial management expertise
8. Demonstrated ability in submission and report writing

HOURS OF DUTY:

Hours of duty will be 76 hours per fortnight. Due to the nature of the work involved it is expected that the position responds to the needs of the role which requires flexible work hours, including some evening and weekend work. All arrangements are by agreement with the Manager and in accordance with Warrnambool City Council's Enterprise Agreement.

TENURE:

The tenure of this position is permanent full time.

SALARY:

This position is classified by council as Band 7 and carries a current base salary range of \$87,471 to \$97,662 (inclusive of 9.5% employer superannuation) per annum (pro-rata). The actual salary will be agreed with the successful applicant taking into account skill level and experience.

Additionally, the incumbent will have the option to negotiate access to a Council vehicle as described in the light fleet policy.

ORGANISATIONAL RESPONSIBILITIES

The organisation responsibilities of this position are outlined in the "General Conditions of Employment" (attached to this position description).

CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records)

YES

Working with Children Check

No

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Capacity, Access and Inclusion
Supervises:	Archie Graham Community Centre Coordinator, Sector Development Team, Regional Assessment Team Leader, Youth Services Team Volunteer Coordinator, Contractors and Project Staff, West Warrnambool Neighbourhood House Coordinator.
Internal Contacts:	Community Directorate Service Managers and Officers, Management Executive Group, Other Service Managers, Other Council Staff & Community Support Advisory Committee
External Contacts:	Clients, health, primary care and community services sector agencies, government agencies and key stakeholder networks.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Authority to manage the operations of delegated programs in accordance with funding requirements and Council policies and/or delegations.
- Responsible to the Manager Capacity, Access and Inclusion for the effective and efficient management of the delegated programs and for the achievement of organisation and personal goals.
- Accountable for the nurture and development of a participative environment where staff are encouraged to contribute to the development of a productive and rewarding organisation.

JUDGEMENT AND DECISION MAKING:

- This position functions with autonomy governed by clear objectives and a budget with a regular reporting mechanism to ensure adherence to objectives and financial parameters.
- The nature of the work is specialised with methods, procedures and processes developed from theory or precedent. Problem solving may involve the application of these techniques to new situations. Guidance and advice will be available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Well-developed conceptual and working knowledge of the community and aged and disability sectors and government strategic directions.
- Demonstrated experience in the management and development of community care programs.
- Well-developed skills in the management of human and financial resources.
- Demonstrated capacity to develop effective and productive partnerships with funding bodies, key stakeholders and networks to strengthen service capacity to best respond to community needs.
- High level analytical, research and report writing skills.
- Knowledge of the local government sector and the important role of Council in a regional community.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Managing time, setting priorities, planning and organising work to meet competing demands.
- Budget development and financial control.
- Developing and implementing administrative and operational systems and procedures.
- Service planning and development.
- Demonstrated ability to provide leadership and support to delegated staff.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well-developed skills in oral and written communication.
- An ability to gain co-operation and assistance from clients, key stakeholders and employees in the management and development of the service.
- An ability to liaise with industry counterparts and government agencies to discuss specialist matters.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are desirable for the position:

- Tertiary qualifications in health and/or community services.
- A minimum of three years' experience in community service management.
- Current drivers licence.

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

Environment	Nil	Light	Average	Constantly
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Environment	Nil	Light	Average	Constantly
Indoor (office / workshop)			X	
Outside		X		

Physical activities: The work is likely to require a certain amount of physical activity, such as:

Activity	Nil	Light	Average	Constantly
Standing		X		
Sitting			X	
Bending		X		
Walking		X		
Repetitive hand work	X			
Heavy lifting (>15kg)	X			

Plant and Equipment: This role involves working with or near plant or equipment:

Hazard / Activity	Nil	Light	Average	Constantly
Rotating parts	X			
Noisy Environment	X			
In proximity of Mobile or Moving plant	X			
Strobe or similar lights	X			
Operating plant controls	X			
Driving plant or vehicles		X		
Machinery Vibration	X			
Ability to distinguish between colours	X			
Using hand held tools	X			
Working with irritants, chemicals, fumes and/or dust	X			
Working in hot surroundings	X			

Other activities: This role may also include:

Activity	Nil	Light	Average	Constantly
Talking on the phone			X	
Direct contact with people			X	
Working at heights	X			
Working with animals/ wildlife	X			

CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):	
Signature:	Date:



SERVICE MANAGER COMMUNITY SUPPORT GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the **Act**).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee's interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee's employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council's Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community's values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council's Records Management Policy and Council's IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
 - for excessive or unreasonable personal use;
 - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
 - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council's resources, including Council's IT Systems. Filtering systems are installed in the Council's IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee's use of the Council's IT Systems and electronic resources, either at the Council's premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council's sustainability objectives and targets into projects, programs and services.

- Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.

Warrnambool City Council's Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee's benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council's Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer's superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council's Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy & Data Security Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their "check" (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants maybe required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.