



POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Community Programs Manager	Award Classification	SCHADS Level 6
Business Unit	Community Services	Employment Status	1.0 FTE, Fixed Term until 30/6/2025
Location	Ozanam House, Franklin Street	Date Created	March 2024
Reports to	General Manager-Community Services	Date Approved	April 2024
		Review Date	April 2025
2. POSITION CONTEXT			
Organisational Overview	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of the Society is to continue the mission of Jesus Christ.</p> <p>Our core work is to assist people in need and to combat social injustice across SA. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, and through our Special Works.</p> <p>The Society in SA operates 34 Vinnies Centres (shops), Special Works which includes the Vinnies Men’s Crisis Centre (VMCC), Vinnies Women’s Crisis Centre (VWCC), Fred’s Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS) and Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers as well as over 140 employees.</p>		
Position Purpose	<p>The Community Programs Manager is responsible for the daily management and supervision of a newly created Community Programs team. Ensuring high quality service provision for all clients (companions).</p> <p>In consultation with the GM of Community Services, the Community Programs Managers key responsibilities include:</p> <ul style="list-style-type: none"> • Lead innovative program design and development, with ongoing evaluation of the community services & programs according to the organisation’s strategic directions, goals and reporting requirements. • Monitor the provision of service delivery, ensuring compliance with funding targets, budgets and legislation, ensure good practice is adhered to and advise the GM of Community Services of any variance, risk and change management requirements. • Lead a multi-focused community services & programs team, supporting the implementation of effective decision making, risk management processes and procedures across all programs and projects. • Provide regular individual supervision to team members, including professional supervision of Case Co-Ordinator roles. • Keep informed about developments in the sector and actively network with external key stakeholders to build effective Partnerships. 		

Line Management	<p>This position reports to the General Manager: Community Services.</p> <p>The following positions report to the Community Programs Manager.</p> <ol style="list-style-type: none"> 1. Youth & Schools Engagement Officer 2. ERF Case Manager (Noarlunga) 3. ERF Case Manager (Elizabeth) 4. Vinnies assistance Administrative Support (for ERF component only) 5. VRASS Coordinator 6. Home Share Coordinator
Key Interactions/Relationships	<ul style="list-style-type: none"> • General Manager Community Services • State and Regional presidents and members. • Service and Program Volunteers • Financial Counsellors (Volunteers) • Companions/clients • Other relevant community organisations
Authority to Act/Delegations	<ul style="list-style-type: none"> • This has delegations of authority up to \$1000
Special Conditions	<ul style="list-style-type: none"> • Some work outside of business hours maybe required. • As part of the Society's commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, Working with Children Check, performance appraisals, and employment health checks, both upon commencing employment and as requested throughout. • A valid Class C Driver's licence.

3. PRIMARY OUTCOMES AND ACCOUNTABILITIES

KEY RESULT AREA	PERFORMANCE MEASURES
Leadership	<ul style="list-style-type: none"> • Implement high-quality management practices to facilitate the effective delivery of community services and programs, responsibly overseeing human and financial resources. • Navigate and resolve challenging situations within a team environment, ensuring smooth operations and fostering a collaborative atmosphere. • Develop and execute strategic plans for creating and implementing community services and programs, contributing to enhancing service offerings. • Design and refine community service systems, policies, and procedures to optimise efficiency and effectiveness, ensuring alignment with organisational objectives and regulatory requirements. • Advocate for the community's needs and negotiate effectively to secure resources and support for program initiatives, fostering partnerships and collaboration. • Maintain up-to-date knowledge of relevant legislation, policies, and practices, ensuring compliance and informing decision-making processes. • Drive the successful execution of a diverse range of Vinnies community services and programs, contributing to the organisation's mission and impact within the community.
People Management	<ul style="list-style-type: none"> • Lead and inspire a small team effectively, fostering a collaborative and high-performing team culture. • Set performance expectations for the team and individuals. • Communicate the vision and strategic direction to the team, fostering a sense of purpose. • Provide feedback, coaching, and support for continuous improvement. • Create an environment that encourages autonomy and accountability.

	<ul style="list-style-type: none"> • Foster open and transparent communication within the team. • Conduct regular team meetings to share updates, discuss challenges, and provide a forum for feedback.
Records Management	<ul style="list-style-type: none"> • Maintain high levels of accountability to the client and the funding body in terms of both service delivery and reporting requirements. • Develop, control, and administer an effective and efficient correspondence and records management system that is in accordance with legislative requirements.
Strategic	<ul style="list-style-type: none"> • Identify, assess, and mitigate risks within community programs and services, implementing risk management strategies and protocols to ensure the safety and success of initiatives. • Undertake basic research and data collection to identify the community's emerging social needs and trends.
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with Society members, staff, volunteers, and diverse groups of clients and other community service organisations. • Participate in organisational communication and development systems e.g. staff meetings, planning/review days.
Continuous Improvement	<ul style="list-style-type: none"> • Support and contribute to developing and applying established work procedures, practices, and guidelines. • Communicate effectively and liaise with staff, volunteers, including relevant society members, to support periodic review and evaluation of key services and programs.
Workplace Occupation Health & Safety	<p>All employees are responsible for their health and safety and avoid adversely affecting the health and safety of any other person connected to their work. Your responsibility is to:</p> <ul style="list-style-type: none"> • Foster a culture of respect, inclusivity, and support within the workplace. • Support the development and maintenance of WHS best practices within the workplace. • Adhere to safe work and welfare practices, policies, and procedures. • Perform duties within emergency situations, including site evacuations and lockdown procedures. • Participate in relevant WHS training programmes. • Follow any reasonable instruction and training provided in relation to health and safety at work. • Report physical and psychological hazards, accidents, and unsafe workplace practices in the workplace. • Participate in workplace WHS inspections/audits and assist in the maintenance of WHS facilities, resources, equipment, and information.

4. POSITION COMPETENCY PROFILE

TECHNICAL	DESCRIPTION
Case coordination Skills	<ul style="list-style-type: none"> • Understanding of the principles of social justice, empowerment and self-determination. • Demonstrated experience working with people with complex financial well-being needs. • Demonstrated experience in case management including assessment, planning, referral, and advocacy.
Information Technology Skills	<ul style="list-style-type: none"> • Proficient in the use of a range of computer software systems, including the Microsoft suite of applications.
Communication Skills	<ul style="list-style-type: none"> • Ability to communicate with diverse groups of clients to co-design intervention plans to achieve financial well-being goals.

	<ul style="list-style-type: none"> Professional and formal written communication skills to build relationships with other community organisations and establish formal referral networks.
Organisational Skills	<ul style="list-style-type: none"> Experience in effectively managing multi-disciplinary teams. Ability to work with diverse group of society members and clients. .
Personal Skills	<ul style="list-style-type: none"> Self-motivated and able to work under pressure with competing priorities. Proven ability to be proactive, decisive and action/results-oriented. Well-developed interpersonal skills and capabilities in relationship building to engender trust, cooperation and harmony amongst staff, members, and volunteers.
BEHAVIOURAL	DESCRIPTION
Ethics and Values	<ul style="list-style-type: none"> Understanding of, and commitment to, the philosophy, ethos, mission, and values of The Society. Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld. Membership of Australian Community Workers Association (ACWA) or other relevant professional body.
Interpersonal Relations	<ul style="list-style-type: none"> Establish and maintain effective working relationships with internal and external stakeholders. Applies appropriate discretion and maintains confidentiality in dealing with sensitive and confidential information. Considerate of other views, diplomatic and communicates in a timely, clear, accurate and valuable manner.
Self-Management	<ul style="list-style-type: none"> Demonstrate resilience, manage emotions, and exhibit balanced optimism when facing challenges. Maintain commitment to professional development. Maintain flexibility in managing work situations, workloads and changing priorities.
Professional Accountability	<ul style="list-style-type: none"> Is a role model for performing work at a high standard. Accepts responsibility for actions and consequences of decisions.
5. OTHER REQUIREMENTS	
Essential Qualifications and Experience	<ul style="list-style-type: none"> Degree/Tertiary Qualification in social science (preferably community service/social work) with minimum of 5 years' experience in Community services delivery.
Desirable Qualifications and experience	<ul style="list-style-type: none"> Experience in front line management role in community, social justice and/or financial wellbeing setting. Knowledge of, and commitment to, the ethos, values, and mission of the St Vincent de Paul Society. Knowledge of 'The Rule' - the governing document of the St Vincent de Paul Society internationally, written for members and volunteers.
Duties as otherwise required	<ul style="list-style-type: none"> St Vincent de Paul Society is a not for profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may be asked to undertake other duties of a similar level