



CENTRE MANAGER – Bundaberg & District Neighbourhood Centre

The Organisation

The Bundaberg & District Neighbourhood Centre is an independent not-for-profit organisation, operating in Bundaberg, as an information, advice and referral centre to the Bundaberg and wider community. The Centre, supported by Queensland Government funding, delivers a range of community focussed programs, providing support and advocacy services to all members of the population.

The Centre works closely with other local social services sector organisations/agencies, coordinates the Bundaberg Interagency network and hosts monthly meetings.

We are seeking a highly motivated and experienced person for the role of Centre Manager for the Bundaberg & District Neighbourhood Centre, to facilitate excellence in a community support service, with the goal of improving socio-economic and well-being outcomes for clients of the service, the organisation and the wider community. The position is a fixed term contract for 3 years in accordance with the funding.

The Salary:

Salary is according to the Social and Community Service Award with superannuation starting at level 6 pay point 1.

Position reports to:

Management Committee of the Bundaberg & District Neighbourhood Centre

Key Responsibilities:

- The management, planning and development of the Bundaberg & District Neighbourhood Centre Inc. (BNC) which operates within a community development framework in the provision of programs, activities and facilities as in the organisations strategic direction.
- The position requires strong leadership and a capacity to work with both paid and volunteer staff to progress new ideas and maintain an innovative and flexible organisational culture.
- The position is responsible for maintaining and developing working relationships with all levels of government, corporate and community organisations pursuant of the BNC's objectives.
- The position requires a commitment to innovation and exploring new ways of working so that the staff and the organisation can continue to meet the needs and aspirations of the community.



- Budgetary acumen is imperative as is the ability to understand the requirements of the organisation.

Organisational Relationships and Accountabilities:

- The Manager represents the organisation in the community
- The Manager works under the direction of and has the delegated authority of the BNC Management Committee
- The Manager supervises employees and monitors the programs and business of the BNC.

Responsibilities - Management

- Provide leadership, vision and support to the staff and volunteers
- Monitor the development and ongoing review of BNC policies and procedures, keeping the Management Committee and all workers informed of the changes
- Oversee the cost effective delivery of programs and services
- Ensure all reporting requirements including financial reporting to external bodies is completed in a timely manner
- Manage the development of annual budgets ensuring all programs are on target
- Oversee the implementation of all Funding agreements, reporting and associated work plans
- Oversee the data collection and evaluation of all programs and projects in accordance with the individual funding agreements.
- Oversee the active recruitment, training, support and acknowledgement of volunteers
- Be proactive in seeking potential funding sources (including sponsorship and partnerships) and develop marketing strategies and written submissions and submit these within specified timeframes to ensure the ongoing sustainability of the organisation
- Manage and ensure good working relationships with all services and workers operating from the centre

Planning and development

- Plan and manage the implementation and evaluation of the strategic and operational plan of the organisation
- Annually review the strategic and operational plan and update as required
- Initiate appropriate research in the identification of local community needs, develop plans to respond to these needs with a view to the long-term sustainability of the organisation
- Review the organisation's current position and identify areas for improvement in the development of sustainable income streams
- Work with partners in the Bundaberg Regional Area, community representatives and relevant authorities to identify needs and challenges. Determine and initiate appropriate responses
- Represent BNC at relevant committees, meetings and forums



- Work with relevant community, government and non-government organisations to address social and community issues

Human Resource Management

- Recruitment and induction of staff in consultation with Staff and the BNC Management Committee
- Oversee and manage annual staff appraisals and other appraisals as required
- Facilitate monthly staff and tenant meetings
- Ensure the provision and oversight of line supervision
- Provide support and organise appropriate supervision to students on placement where applicable

Governance and Strategic Planning

- Provide monthly reports to the BNC Management Committee including all programs, projects with a proposed action list
- Ensure appropriate management of infrastructure, including sound management practices and appropriate information technology systems are maintained
- Ensure appropriate legal, financial and industrial standards and requirements are in place and adhered to.
- Oversee the preparation of financial statements, annual budget submissions and annual reports
- Manage and monitor the finances of the organisation including end of financial year audit preparation and finalisation of accounts for the AGM
- Propose income generation options for BNC and monitor when implemented
- Provide sound accurate and timely advice to the BNC Management Committee
- Ensure all aspects of workplace health and safety are undertaken

Essential Skills

- Tertiary qualification in a Human Service discipline or a minimum of 5 years experience in the community sector.
- Current drivers licence
- Child related employment (Blue Card)
- Current police check or willingness to undergo a criminal search
- First Aid Certificate, or ability to acquire

Selection Criteria

Applicants please demonstrate your experience and knowledge by addressing the following selection criteria. Please limit your responses to one A4 page per selection criterion.



SC1 Demonstrated experience managing an independent community based organisation which is informed by the principles of community development

SC2 A sound knowledge of the social, political, policy and economic environment in which the community sector operates and contemporary issues impacting the industry

SC3 Sound experience and knowledge of the use of community development processes, principles and strategies

SC4 Demonstrate your ability to work strategically and effectively with all form of government, business and community organisations, individuals and groups in the pursuit of Bundaberg & District Neighbourhood Centre's goals

SC5 Demonstrate your ability to develop and monitor budgets in consultation with the Financial Officer and the Treasurer of the Bundaberg & District Management Committee

SC6 Demonstrate your highly developed communication skills to create and negotiate workable solutions in solving a complex problem

Please include in your email your resume, letter of application and the responses to the selection criteria to recruitment@kenalwynbnc.org.au by close of business **Tuesday 08 May 2018**.