

ADRA Australia Limited

Community Centre Manager – Macquarie Fields

Commitment: Full-time – Two year Maximum Term Contract

Location: 6 Mallee Place, Macquarie Fields NSW 2564



About the role

ADRA Australia is seeking a qualified and experienced Community Centre Manager to join our management ranks.

The Centre Manager is responsible for the oversight of the Macquarie Fields I Community Centre operations, with particular attention to people leadership, strategy, program development and implementation, and building strong church and community relationships.

The manager will ensure that community services consistent with ADRA's mission and strategic plan meet current and emerging needs of individuals and families in the Macquarie Fields area. This includes the overall responsibility for administration, staffing, property, resources and infrastructure.

ADRA Community Care Centre Macquarie Fields is on the ground, operating at a grassroots level. Our Centre is assisting vulnerable and disadvantaged individuals and families in Macquarie Fields and surrounding suburbs by:

- Responding to short-term crises by providing basic needs
- Addressing community needs
- Improving social connectedness
- Providing opportunities for contribution, learning, and growth

The Centre provides support where there is a genuine need. This includes assistance with rental arrears for those at risk of homelessness; emergency relief; family break down; domestic/family violence; drug and alcohol addiction support; mental health, wellbeing, social isolation support and empowerment programs to support individuals in setting and achieving goals.

The successful applicant will be a servant-leader who is passionate about ADRA's purpose, "to serve humanity so all may live as God intended" and will be committed to meeting the challenges of this diverse role with enthusiasm, collaboration, and teamwork.

The Position Description for the role is included at the end of this document and will give you more specific information on this exciting and challenging role.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 124 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the ADRA Macquarie Fields Community Centre Team

The Centre Manager is appointed by the ADRA Australia ADCOM and reports to the Greater Sydney Conference ADRA Director and ultimately to the National Programs Director.

The Centre operates a number of programs as outlined above, all of which need good systems in place to ensure financial viability of the Centre.

Selection Criteria

Essential

1. A commitment to the values of both the Seventh-day Adventist Church and ADRA.
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church.
3. A passion for social justice and community service with a coherent understanding of the causes and mechanisms which create injustice and poverty and the ability to translate ADRA's Mission into practical care and support to those in need.
4. Relevant tertiary qualifications in social work or related disciplines.
5. At least three years' experience in a similar role with proven leadership and people and culture expertise and demonstrated ability in fostering a positive team culture.
6. Demonstrated ability in the following areas:
 - i. management and organisational skills
 - ii. strategic planning
 - iii. staff development
 - iv. program management and development
 - v. church, donor, and government relationship building skills.
7. The ability to work and effectively communicate with Centre volunteers and stakeholders.
8. A desire to promote ADRA's ministry personally and corporately to the Seventh-day Adventist Church constituency and leadership.
9. Experience working in cross-cultural settings and ability to engage and communicate with people of various backgrounds and ages.
10. Demonstrated capacity to work with minimum supervision and be a self-starter.

Desirable Criteria

1. A good understanding of the social services sector in Australia.
2. Volunteer management expertise
3. A willingness to achieve professional development by undertaking training or further study
4. Grant writing skills

Key Competencies

- **Leading and Supervising** – Provides others with clear directions; motivates and empowers others; recruits staff of high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour, gives regular feedback.
- **Working with People** – Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Relating and Networking** – Establishes good relationships with colleagues; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; Uses humour appropriately to enhance relationships with others.
- **Formulating Strategies and Concepts** – Works strategically to realise organisational goals; sets and develops strategies; identifies and develops positive and compelling visions of the

organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.

- **Planning and Organising** – Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your letter and resume - along with the names of three work-related referees - to: alisonyoung@adra.org.au

If you have questions or need further information, please contact: Alison Young, ADRA Australia, Phone +61 2 9473 9503 or email alisonyoung@adra.org.au

ADRA Australia is an Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion.

(Job Description following)



Connected
Courageous
Compassionate

Position Title:	Community Centre Manager
Department:	ADRA Community Centre (Macquarie Fields)
Reports To:	Conference ADRA Director (CAD) (Greater Sydney Conference)
Team Supervision:	All staff/volunteers at the community centre

Full / Part Time:	Full Time
Revised Date:	October 2021

Purpose of Position:

The manager will ensure that community services consistent with ADRA's mission and strategic plan meet current and emerging needs of individuals and families in Macquarie Fields and nearby suburbs. This includes the overall responsibility for administrative and clinical services, staffing, property, reporting, resources and infrastructure.

Behavioural Expectations:

ADRA Australia Code of Conduct and related policies. The centre manager will demonstrate, promote and maintain a safe work environment that values confidentiality, punctuality, humanity, impartiality, justice, independence, compassion, credibility, collaboration, commitment, creativity, and openness, sacredness of life, unity, peace, forgiveness, integrity, honesty, and transparency.

Key Competencies:

Leadership, collaboration, initiative, problem solving, flexibility, interpersonal and organisational skills, visioning, innovation, research, analysis and communication,

ADRA Competencies: 1.2 Leading and Supervising, 2.1 Working with People, 3.1 Relating & Networking, 5.3 Formulating strategies and concepts, 6.1 Planning and Organising.

Key Responsibilities: *The things that the person needs to be responsible for to successfully fulfil the obligations of this position.*

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What must be done in this area	Measures of Success / KPI's How job performance will be measured
STRATEGY	<ul style="list-style-type: none"> Develop and maintain the community centre's strategy in consultation with stakeholders Provide strategic direction, resources and support for the on-going development, implementation, monitoring and evaluation of services Provide flexible services that reflect emerging need in the current COVID environment and meet health department requirements 	<ul style="list-style-type: none"> Six monthly review and consultation when significant changes in direction are contemplated The review of strategic direction is a standard agenda item on local management committee meetings Satisfactory progress against strategic plan and achievement of proprieties/objectives Services are COVID safe and change to meet new community needs
MANAGEMENT	<ul style="list-style-type: none"> Manage, delegate and oversee services and infrastructure including staffing, property management and technical support Ensure that local policies, procedures and manuals align with those of ADRA Australia Oversee the delivery of professional Christian casework, counselling and other community services that meet current industry standards, comply with ADRA Australia and government policies and reflect the mission and values of the Seventh-day Adventist Church Ensure that centre and services comply with Workplace Health and Safety (WHS) promotion and practice Maintain membership in the Greater Sydney Conference (GSC) ADRA Committee, report and attend quarterly meetings 	<ul style="list-style-type: none"> Formal, informal and ad hoc reporting is completed on time and confirms the viability of services and staffing. Policies and procedures align with those of ADRA Australia Random checks indicate Ensure a high level of staff knowledge of industry standards, relevant policies and church values through ongoing training and No complaints or reports of non-compliance Provide oversight, guidance and support to Social Work students/interns and staff Co-ordinator appointed, staff WHS knowledge increases, regular inspections and training are conducted and reported on-line using software – currently Safety Navigator Attendance maintained and reports presented On-going clinical case management meetings

	<ul style="list-style-type: none"> • Arrange regular general and clinical staff meetings to reinforce centre values, provide good governance and clinical support • Work with the CAD to develop and maintain a Local Management Committee (LMC) that meets on a quarterly basis. • Prepare service reports (acquittals) to meet Greater Sydney Conference and ADRA Australia's requirements • Maintain productive relationships with external agencies and organisations i.e. Local and non-government organisations, universities • In consultation with government and non-government agencies, develop and provide services that keep abreast of changing needs. • Centre activities are recorded on Salesforce • Maintain confidential client records on secure on-line platform. <p>CLIENTS</p> <ul style="list-style-type: none"> • Oversee client allocation, referrals and correspondence • Maintain own caseload including difficult and urgent clients <p>STAFFING</p> <ul style="list-style-type: none"> • Recruit, train, empower and delegate paid staff and volunteers, including student interns and record details in Salesforce • Provide/arrange clinical training, workshops and resources • Provide support, opportunities and supervision of staff to enable them to effectively manage their responsibilities and grow professionally • Promote and maintain a strong positive culture among staff members <p>BUDGET and FUNDRAISING</p> <ul style="list-style-type: none"> • Work with the treasurer to prepare and monitor progress of the centre budget, reporting to the LMC quarterly. • Expand the centre's donor base through church visitation and fundraising • Pursue strategy-related funding opportunities by submitting proposals with the support of ADRA staff as required. • Ensure website and Facebook pages are kept up to date • Provide annual and/or quarterly financial reports to ADRA Australia, Greater Sydney Conference (GSC) and Fund for Needy Persons (FFNP) as required 	<ul style="list-style-type: none"> • LMC formed, functioning and minuted. • Quarterly reports prepared for GSC and ADRA • Functional relationships with external agencies • Attendance suggests needs are being addressed • Salesforce records are up to date and maintained • Redicase client management system is kept up to date and maintained. <ul style="list-style-type: none"> • Staff surveys confirm balanced case-load • Random checks confirm caseload <ul style="list-style-type: none"> • Staffing levels meet service requirements and Salesforce reflects current staffing • Clinical staff satisfaction is high when surveyed. • Staff are competent, developing and meeting service needs • Deliver at least one major staff appreciation event annually • University student rank centre placement well <ul style="list-style-type: none"> • Work collaboratively with treasurer to maintain budget • Demonstrated participation in fundraising/ awareness raising activities • Strategic funding applications are made • Random checks find current information • Reports are provided within acceptable timeframes
LEADERSHIP	<ul style="list-style-type: none"> • Promote the work and role of the community centre in the community, to other service providers and church constituents • Cast a vision and inspire commitment to help vulnerable people in the local community • Work to maintain a workplace culture (ethos) that fosters positive aspirations and attitudes to ensure that both clients and staff feel supported, empowered and valued 	<ul style="list-style-type: none"> • A minimum of four church visitations annually • Evidence of staff care and compassion for clients • Annual surveys of staff and clients identifies positive attitudes

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		