

ADRA Australia

Community Centre Manager - Logan

Commitment: Full-time

Location: 31 Station Road, Logan Central QLD 4114

Applications Close: 1 Jan 2023



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 ADRA Community Centre Logan 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 are consistent with ADRA's mission and strategic plan and meet current and emerging needs of individuals and families in the Logan area. This includes the overall responsibility for administration, staffing, property, resources and infrastructure.

Services offered by ADRA Community Centre Logan include (but not limited to) the provision of food (food parcels/soup kitchen), clothing, furniture, emergency relief, assistance to those in need and assistance to those suffering the effects of relocation due to domestic violence. Services also include an Op Shop as well as running nationally recognised accredited community training courses.

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

The successful applicant must have the legal right to live and work in Australia at the time of application.

The job description for the role is included at the end of this document and provides 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 ADRA Community Centre Logan Team

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

The Centre operates a number of programs including:

- Food Program
- Community Garden
- Op Shop
- Traineeship Program

All of which need good systems in place to ensure financial viability of the Centre.

Selection criteria

Essential

1. A personal commitment to the Seventh-day Adventist Church and ADRA's mission, values
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia.
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. Tertiary qualifications in social work, development, human resources, finance, business administration or related disciplines.
5. At least five to seven 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 expertise
 - v. church, donor, and government relationship building skills.
7. The ability to work and effectively communicate with a diverse team of paid employees and volunteers.
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.

Desirable criteria

1. Relevant master's in social work, development, human resources, finance, business administration or related disciplines
2. A willingness to achieve professional development by undertaking training or further study,
3. A good understanding of the social services sector in Australia,
4. Grant writing skills.
5. Volunteer management expertise

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, New Zealand 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 experience and qualifications. The closing date is 1 Jan 2023; 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: hr@adra.org.au

If you have questions or need further information, please contact:
 Gianina Badea
 HR Coordinator for ADRA Australia
 Phone +61 2 9473 9525 or email hr@adra.org.au

ADRA Australia is an inclusive and 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:	Manager
Department:	ADRA Community Centre (Logan)
Reports To:	Conference ADRA Director (South Queensland Conference)
Team Supervision:	All staff at the community centre

Full / Part Time:	Full Time
Revised Date:	November 2022

Purpose of Position:

The manager will ensure that community services are consistent with ADRA's mission and strategic plan and meet current and emerging needs of individuals and families in the Logan area. This includes the overall responsibility for administration, staffing, property, resources, activities and infrastructure. Services offered by the ADRA Community Centre Logan include (but not limited to) the provision of food (food parcels as well as a weekly soup kitchen), clothing, furniture, emergency relief and assistance to those in need and also those suffering the effects of relocation because of domestic violence. Services also include an Op Shop as well as running nationally recognised accredited and community training courses.

Behavioural Expectations:

ADRA Australia Code of Conduct and related policies. It is expected that the manager will demonstrate, promote and maintain a safe work environment that values confidentiality, punctuality, humanity, impartiality, justice, independence, compassion, credibility, collaboration, commitment, creativity, 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 	<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
MANAGEMENT	<ul style="list-style-type: none"> Manage, delegate and oversee activities/services and infrastructure including staffing, Op Shop, traineeships, property management and technical support. Ensure the Centre is operated and in harmony with the Mission and Values of the Seventh-day Adventist Church. Maintain productive relationships with external agencies and organisations i.e. Local and non-government organisations, universities Ensure all operations of the Centre are compliant with government requirements Ensure that local policies, procedures and manuals align with those of ADRA Australia 	<ul style="list-style-type: none"> Formal, informal and ad hoc reporting confirms the viability of services and staffing Volunteers/staff share that they have clear direction and feel supported to carry out their roles Policies and procedures align with those of ADRA Australia Random checks indicate high level of staff knowledge of industry standards, relevant policies and church values. No complaints or reports of non-compliance WHS Co-ordinator appointed, staff WHS knowledge increases, regular inspections are carried out, quarterly training done, aiming for no staff reports of injury

	<ul style="list-style-type: none"> • Work with a locally appointed Workplace Health and Safety (WHS) co-ordinator to comply with corporate requirements and promote safe work practices in a safe work environment • Arrange regular general staff meetings to reinforce centre values and provide good governance • Meet regularly with the Local Management Committee • Prepare service reports (acquittals) to meet South Queensland Conference and ADRA Australia's requirements • Keep up to date with the Social Welfare industry issues so as to maximise opportunities for the Centre <p>CLIENTS</p> <ul style="list-style-type: none"> • Oversee the management of client intake, scheduling, enquiries, referrals and correspondence • Ensure that all clients are treated compassionately and professionally in harmony with ADRA's Mission and in accordance with the directions of the Management Committee <p>STAFFING</p> <ul style="list-style-type: none"> • Recruitment, orientation, training, empowerment and delegation of paid staff and volunteers, including student interns • Provide support, opportunities and supervision of staff to enable them to effectively manage their responsibilities and grow professionally • Work to maintain a strong positive culture among staff members <p>BUDGET and FUNDRAISING</p> <ul style="list-style-type: none"> • Work with Conference Director and Finance Officer to prepare and monitor progress of the Centre's budget Ensure that the centre's donor base is kept up to date. Participate/organise church visitation and fundraising events as time allows including receipting and correspondence • Time permitting, pursue strategy-related funding opportunities by writing proposals with the support of ADRA staff • Ensure website and social media are kept up to date • Provide quarterly and annual reports to ADRA Australia and the South Queensland Conference (SQC) 	<ul style="list-style-type: none"> • Local Management Committee functioning. • Quarterly reports prepared for SQC and ADRA Australia • Functional relationships with external agencies • Service requirements are met at all times • Staff are competent, developing and meeting service needs • Deliver at least one major staff appreciation event annually • Work collaboratively with team and Conference ADRA Director to set and maintain budget • Demonstrated participation in fundraising activities • Strategic funding applications are made • Random checks find no outdated information on digital platforms • 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

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