

POSITION DETAILS			
Position Title	Manager	Location	Hampton East
Position Type	Full Time	Hours per week	38
Reports To	Committee of Management	Award Classification	SCHADS Award
ABOUT THE ORGANISATION			
<p>Bayside Community Information and Support Service (BayCISS) is a not for profit organisation based in the Bayside and Kingston area providing support, advocacy, referral and information including counselling and case work, to vulnerable and low income community members. . The Castlefield location operates as a Community Centre providing occasional child care and community programs dependent on need.</p> <p>We aim to bring about long term, positive change to people’s lives by working with them.</p> <p>We are:</p> <ul style="list-style-type: none"> • Non-judgemental – we respect all people and do not judge • Accessible – we are available to people when they need support • Flexible – we provide a range of services and links with partners • Collaborative – we work with others in partnership 			
KEY FUNCTION			
<p>The Manager is responsible for the management and operations of the organisation, staff and volunteers at the centres in Hampton East and Castlefield, Hampton, as well as Federal, State and Local government funding bodies.</p> <p>The Manager is also responsible for the effective delivery of all services and programs within the realm of BayCISS according to the requirements as outlined within the appropriate Service Agreements, Strategic Plan, Marketing Plan, Business Development, continual improvement and identification of new initiatives and opportunities to grow the business, including sourcing funding opportunities.</p> <p>The Manager reports and operates under the guidance of a Committee of Management and must create and support a positive public image of the organisation at all times by working and networking effectively within the community services realm of our specified regions.</p>			
KEY RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. VOLUNTEER COMMUNITY INFORMATION WORKERS <ul style="list-style-type: none"> - Recruit and select Community Information Workers - Support volunteers in all aspects of their roles, including the role of mentoring of new volunteers - Be available to debrief and advise volunteers as required - Supervise and support fieldwork – Social Work, Welfare or Community Development students whilst they are on placement with the organisation. Liaise with Tertiary institutions and student supervisors - Ensure all new volunteers undertake extensive induction process - Oversee and coordinate relevant training for volunteers - Maintain volunteer records and oversee rosters - Ensure maintenance of internal communication with volunteers, paid staff and Committee of Management 			

2. CLIENT CONTACT

- Ensure client confidentiality and privacy is maintained by all staff in the collection and storage of personal information in accordance with Privacy legislation
- Monitor client case records to ensure client needs are met
- Manage complaints from clients
- Conduct client interviews as required to support volunteers

3. NETWORKING, PUBLIC RELATIONS AND PUBLICITY

- Maintain and enhance collaborative partnerships between volunteers and staff at both sites of the business
- Arrange regular meetings with all funding bodies including Bayside and Kingston Councils
- Liaise with other service providers and community organisations to explore partnership opportunities and resources, as well as general networking activities
- Promote BayCISS to the wider community through production of brochures, publications and promotions, public speaking and networking
- Liaise with staff and volunteers to oversee, review, prepare and update written material and resources, to present BayCISS in a professional and positive way to the general community and other community organisations
- Represent BayCISS on relevant community groups and networks
- Maintain knowledge of local issues, programs and services, through links with local government, community agencies and groups
- Liaise with Community Information & Support Victoria (CISVic) and other Community Information Services, attending meeting when relevant
- Liaise with Department of Health & Human Services (DHHS) regarding Child First program

4. ADMINISTRATION

- Ensure compliance with administration and delivery of funded programs, such as emergency relief funding from DSS, Child First from DHHS, DHHS Self-Assessment Reports and Quality Improvement Plan for Child First, Bayside and Kingston Council grants
- Ensure statutory requirements for submissions of financial information to Consumer Affairs Victoria (CAV) and Australian Charities and Not for Profit Commissions (ACNC) are completed
- Prepare BayCISS Annual Report before the Annual General meeting
- Organise the Annual General Meeting
- Prepare regular reports to organisations who support programs such as Rotary Clubs and Bendigo Bank
- Understand Occupational Health and Safety legislation and Risk Management strategies. Work with Committee of Management and Bayside City Council to ensure OH&S standards are applied to the two work sites
- Regularly appraise statistical information to assist with organisational planning
- Oversee maintenance of the two centres including equipment. Apply for funding to update equipment, furniture etc as required
- Monitor IT systems across the two centres, perform regular backups and maintenance and liaise with IT consultant as required
- Maintain the BayCISS website and other social media sites
- Develop and maintain appropriate procedures and systems providing effective and efficient administration of BayCISS
- Oversee purchases
- Review policies and procedures of BayCISS and provide policy drafts for the Committee of Management

- Support Bookkeeper and Treasurer as required
- In conjunction with the Treasurer, develop, monitor and report on budget and current financial performance
- Organise Tax Help program each year
- Liaise with Family Counsellors, Caseworkers and Centre Coordinator at Castlefield Community Centre

5. COMMITTEE OF MANAGEMENT

- Meet regularly with the Executive and other subcommittee members when required
- Attend Committee of Management meetings in a non-voting capacity and provide written or verbal reports
- Make recommendations to the Committee of Management
- Identify possible funding sources and assist with, or develop, funding submissions
- Assist with the development and production of Annual Reports
- Evaluate BayCISS programs and provide reports to the Committee of Management and relevant funding bodies, when requested
- Obtain quotes and purchase equipment etc when requested by the Committee of Management
- Implement policies, decision and projects as detailed by the Committee of Management

6. SERVICE DEVELOPMENT

- In conjunction with paid and volunteer staff, service users, Committee of Management and other stakeholders, regularly monitor and evaluate the services provided by BayCISS, to ensure that service user needs are being met
- Liaise with other local community organisations to identify service gaps and needs in the community
- Develop the provision of additional services where appropriate

7. PROFESSIONAL

- Maintain an appropriate level of professional knowledge and competence through training, conferences, forums and other professional development activities
- Participate in professional development with the approval of the Committee of Management
- Maintain up-to-date knowledge of relevant state and federal policies and programs that may impact on the operations or services of BayCISS

8. OTHER DUTIES

- All other duties as required or instructed by the Committee of Management

REQUIREMENTS

- Successful completion of the accredited training course CHCCS6B “Assess and Deliver Services to Clients with Complex Needs’ or CISVic approved course
- The holding of a current Victorian Driver’s License and to have the use of a car is essential. Reimbursement for travel on BayCISS business will be made at the current ATO rate

CONDITIONS OF EMPLOYMENT			
<ul style="list-style-type: none"> - The position is full time (38 hours per week) or as negotiated - Some evening and weekend commitments are expected and time in lieu provisions apply for such events - Four weeks annual leave - Personal leave in accordance with SCHADS Award - Salary to increase in line with movement in the hourly rate in the SCHADS Award Level 8 			
KEY RELATIONSHIPS			
INTERNAL	Committee of Management, staff, volunteers		
EXTERNAL	Community Partners, Councillors, Council staff, local members of parliament, grant making organisations, funding bodies and representatives over three levels of government, event contractors, service providers, other Community Information Service & Support managers, network representatives, media representatives, volunteers, donors		
KEY PERFORMANCE INDICATORS			
<p>An ongoing performance management process will see the collaborative development of relevant KPIs and goals for this position. The Manager is likely to be assess in the following areas:</p> <ul style="list-style-type: none"> - Volunteer Management - Staff Management - Service Provision and Client Satisfaction - Networking and Publicity - Strategic Planning - Marketing and Service Development - Committee of Management - Budgeting and Financial Controls 			
WORK ENVIRONMENT			
<ul style="list-style-type: none"> - This position is based in the offices at Hampton East (BayCISS) and Hampton (Castlefield) - Flexible working arrangement can be made where required - This small organisation has a fluid working environment that requires flexibility and autonomy - Occasional after hours attendance may be required from time to time 			
COM approval		Date	
Employee Acknowledgement		Date	