



YOUTH & COMMUNITY SERVICES

www.weave.org.au

POSITION DESCRIPTION
Weave Community Hub Manager
Woolloomooloo

Position Title:	Weave Community Hub Manager
Reports to:	Programs Lead
Responsible for:	Leadership, support and management of the Weave Community Hub, Woolloomooloo
Supervises:	Community development workers, volunteers and students
Location:	Weave Youth & Community Services, 49 McElhone Street, Woolloomooloo

Employment Details and Remuneration:

Employer:	Weave Youth and Community Services Inc.
Hours:	9 days per fortnight (63 hours per fortnight)
Status:	Part time contract - all positions at Weave are dependent on continued funding
Grade:	SCHCADS SACS Level 5 Paypoint 1 to Level 6 Paypoint 3 (\$44.04 - \$49.81 per hour) depending on qualifications and experience
Award:	Social Community Home Care and Disability Services Industry Award 2010 (SCHCADS)

SUMMARY OF POSITION:

The Manager of the Weave Community Hub in Woolloomooloo is responsible for all aspects of the running of the centre. Providing leadership, support and management to the Woolloomooloo team in collaboration with the Casework Program Manager, and in accordance with funding guidelines and the values, vision, purpose and policies of Weave Youth and Community Services. Three programs currently operate from the Weave Community Hub (this may change as opportunities arise and in accordance with the needs of the community and the organisation):

- Child, Youth and Family Support Service providing casework support to local families with children under age 13 in their care and young people aged 0 to 18 years*
- Community Builders Program which offers drop-in support to community members and supports the development and growth of the local community through capacity building projects, community development work, volunteering opportunities, groups and events*

(*The above programs are now under the Targeted Earlier Intervention (TEI) Reform)

- Specialist Youth Homelessness Service supporting young people aged 12 to 25 years who are homeless or at risk of homelessness in the City of Sydney

The Hub Manager is responsible for managing all aspects of the day to day running of the Hub and for providing strong leadership, support and direction to the Woolloomooloo team and in particular the Community Builders team. There are currently 7-10 staff and some volunteers and students who work out of the Weave Community Hub. Fostering and growing meaningful, respectful relationships with community members and key community leaders is an integral part of the role. All Weave programs work holistically from a strengths-based, culturally safe, client centred and trauma informed perspective.

KEY RESPONSIBILITIES:

Working in partnership with the Casework Program Manager to provide:

Leadership:

- Lead, manage and supervise all aspects of the work of the Weave Community Hub, including line management, support and supervision of community development team, some students on placements and overall team cohesion
- Site management of the physical space of the Weave Community Hub; duties include ensuring the space is clean, welcoming, and functional
- Maintain harmony and safety through highly skilled communication, conflict management and conflict resolution
- In conjunction with the Operations Manager: coordinate meeting room bookings, maintain and order office supplies and equipment, WHS, manage cleaners, ensure maintenance issues are attended to and resolved etc
- Collaborate with Casework Program Manager, Programs Lead and the HR Manager to recruit new staff members into key positions to ensure funding body targets and community needs are met
- Recruit, on-board and support volunteers and students

- Maintain and oversee the provision of high quality services to people who are referred to the Weave Community Hub programs and who engage through drop-in
- Lead the Weave Community Hub Team Meetings and site meetings in collaboration with the Casework Program Manager and the Operations Manager (for site meetings) and ensure these occur regularly.
- Attend regular line management supervision with Weave's Programs Lead and regular external supervision
- In conjunction with the Casework Program Manager, initiate training, team building and planning days for staff
- Ensure written Project Plans are submitted by staff wishing to carry out projects and events; review and approve Project Plans as required
- Undertake performance appraisals and develop annual work plans with your direct reports and foster the professional development and training of all team members
- Manage relevant Weave Community Hub staff performance and conduct issues in collaboration with the HR Manager and the Casework Program Manager where appropriate

Community Development and Engagement:

- Overall responsibility for ensuring regular community drop-in is supported (directly and via coordination of volunteer/staff roster)
- Provide regular drop-in support - this is a shared duty performed by all Weave Community Hub staff
- Promote the service and develop effective referral networks for community members and clients of the Weave Community Hub
- Foster and grow meaningful and respectful relationships with key community leaders and other community residents and stakeholders
- Coordinate regular Community Conversations and collaborate with the community to devise, deliver and evaluate community capacity building activities, groups, projects and events that meet community needs and visions
- Attending Neighbour Advisory Board (NAB) Community meetings
- Assist and supervise Community Development Worker with group work, events and other project work
- Collaborate with community and local organisations on interagency projects and events such as Youth Week and NAIDOC celebrations; Weave is the lead agency for the Woolloomooloo community NAIDOC event

Compliance and Reporting:

- Oversee compliance with data collection for Community Builders activities via client databases (currently DEREK and DEX) and spreadsheets where relevant
- Complete reports as required by funding bodies, prepare funding and grant submissions, write tenders, undertake program evaluations and

prepare other compliance documentation as required by Weave and funding bodies

- With the Casework Program Manager, implement, manage and monitor team strategic planning activities in line with Weave's current Strategic Plan
- Participate in Weave strategic planning processes as required
- Assist with Weave's continuous quality improvement work to maintain accreditation under ASES standards
- Ensure all staff are aware of and comply with their obligations under Weave Youth and Community Services policies and procedures
- Develop, review and amend policies and procedures of the Weave Community Hub in consultation with the Casework Program Manager, Programs Lead and Operations Manager and in line with Weave's broader policies and procedures
- Manage disputes and complaints in consultation with the Programs Lead and Operations Manager and in line with Weave's policies and procedures

Partnerships:

- Develop partnerships with local businesses and all sectors of the community to harness resources and facilitate enhanced community connection, cohesion and harmony
- Work closely with Weave Leadership to develop formal partnership agreements to ensure clear understandings and purpose and processes for partnerships

Financial Responsibilities:

- Develop an annual budget for Weave Community Hub programs in consultation with the Casework Program Manager Programs Lead and Finance Manager and ensure financial responsibility and compliance
- In line with Weave's Fundraising Policy and in consultation with the Weave CEO seek out funding opportunities to meet the service provision needs of the Weave Community Hub

GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:

- Work as part of the wider Weave team displaying effective team membership
- Participate in Weave staff meetings, Program Managers meetings, team building, strategic planning, training and performance appraisal as required
- Perform all duties in accordance with the Weave Code of Conduct and Weave policies and procedures
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity

- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be in. Treat people like you would if they were guests in your home
- Notice when things are untidy and clean up as needed
- Make sure all visitors are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the job descriptions of all staff
- Whilst it is understood that each worker has specific duties, there is a natural overlap of roles
- Expectations of workers roles can change according to the needs of the community and available resources
- Other duties as required

SELECTION CRITERIA:

Essential Criteria:

- Tertiary qualifications in Social Work, Community Services, Welfare, Mental Health, Community Management or other relevant discipline
- At least 3 years experience leading and managing a team in an NGO setting or similar
- Demonstrated ability to work with a high degree of autonomy, make complex decisions and manage competing demands in a high paced environment
- Demonstrated experience and skills in strengths based community development and commitment to ongoing community liaison, building positive relationships within the community and promoting the centre at every opportunity
- Understanding of the challenges facing Aboriginal people, families and communities
- Program and project management experience including planning, implementation, evaluation and reporting
- Experience writing grant applications as well as budget management
- Understanding of trauma informed, strengths-based and person centred practices and commitment to working holistically with people experiencing complex social issues
- Strong interpersonal skills, highly developed negotiation and conflict resolution skills and experience in managing complex community dynamics and workplace dynamics
- Ability to work flexible hours when necessary including after hours and weekends
- Strong computer and IT literacy skills
- Common sense and an excellent sense of humour
- Current NSW Working With Children Check Clearance
- NSW Class C driver's licence

Desirable:

- Experience delivering groups/workshops and organising events