

**BLACKHEATH AREA NEIGHBOURHOOD CENTRE INC.  
POSITION DESCRIPTION**

<b>Position</b>	<b>Services Manager</b>
<b>Office location</b>	110 Wentworth Street, Blackheath NSW 2785
<b>Accountability and reporting</b>	This position reports to General Manager
<b>Directly supervises</b>	Neighbourhood Centre Coordinator, BOOSH Coordinator, BANC Access Coordinator
<b>Internal liaisons</b>	Operations Manager, Neighbourhood Centre staff, BANC Access staff, BOOSH staff, Finance Manager, Receptionist/Administrator, Volunteers
<b>External liaisons</b>	Service users, community members, community organisations and groups, contractors, suppliers, government agencies
<b>Conditions of employment</b>	SCHADS Award Level 7
<b>Hours of employment</b>	28 hours per week
<b>Status of position / Position duration</b>	Permanent, part-time (subject to funding). Occasional out of core hours work is required.
<b>Organisation context</b>	<p>Blackheath Area Neighbourhood Centre (BANC) is a multipurpose not-for-profit community-based organisation servicing the Upper Blue Mountains. Services include out of school hours care, NDIS services, and Neighbourhood Centre.</p> <p>BANC values are Inclusive, Fair, Professional, Committed, Responsive, Innovative.</p> <p>BANC is the heart of creative, inclusive services that support the sustained well-being and resilience of its community.</p>
<b>Position objectives</b>	<p>This position is responsible for the service delivery of Blackheath Area Neighbourhood Centre (BANC), and subject to the policies, strategic objectives and budget parameters established by the Board, makes all service delivery decisions. Policy states the level of delegations that apply to this position.</p> <p>The Services Manager is a key part of the executive leadership team and is responsible for the management of a portfolio of services including NDIS, Neighbourhood Centre and OOSH.</p>

	<p>The Services Manager is responsible for ensuring BANC services are effective and meet the needs of service users, staff and volunteers. The position will support staff to improve quality, productivity, and efficiency.</p>
<p><b>Judgement and decision making</b></p>	<p>This is a leadership position, responsible for the day-to-day management of BANC service provision. This position requires the ability to make decisions and solve problems based on BANC Policy and Procedures and delegations provided by the General Manager. The position is responsible for the management of staff and volunteers.</p>
<p><b>Duties and responsibilities</b></p>	<ol style="list-style-type: none"> <li>1. Oversee services to our service users and drive positive change that ensures high quality service provision</li> <li>2. Ensure the Services team delivers high quality, evidence-based programs and services that make a measurable and positive difference in the lives of vulnerable people in the local community</li> <li>3. Provide leadership, support and motivation for the Services team</li> <li>4. Lead and manage the performance of staff including training, mentoring and coaching, performance management and recruitment/selection</li> <li>5. Monitor the provision of service delivery at BANC, ensuring compliance with funding targets, budgets and legislation</li> <li>6. Assist in the strategic growth of programs</li> <li>7. Improve systems, processes and policies in support of BANC's purpose</li> <li>8. Promote an organisational culture that encourages safe work, high morale and top performance</li> <li>9. Ensure community needs, concerns and expectations are integrated into planning</li> <li>10. Ensure BANC maintains a positive public image and is well promoted so that its services are as accessible as possible</li> <li>11. Build useful working relationships and partnerships with key community groups/organisations and leaders</li> <li>12. Advocate on behalf of and together with the community to relevant organisations or agencies</li> <li>13. Ensure BANC actively participates in key local networks to extend the strategic goals of the organisation</li> <li>14. Lead effective forecasting and monitoring of financial performance of services</li> <li>15. Oversee effective and efficient service delivery management systems</li> <li>16. Contribute to the development and review of BANC policies and procedures to ensure they support the safe and professional delivery of services</li> </ol> <p><b>BANC duties</b></p> <ul style="list-style-type: none"> <li>• Comply with all BANC policies and procedures</li> <li>• Act according to the BANC Code of Conduct</li> <li>• Comply with BANC's Work Health and Safety Policy</li> <li>• Promote a positive image of BANC to members of the public</li> </ul>

	<ul style="list-style-type: none"> <li>• Promote the service where possible, including on social media platforms</li> <li>• Contribute to the team environment at BANC and its overall aims</li> <li>• Actively participate in staff meetings, service planning, supervision and performance appraisals as directed</li> <li>• Read and respond to relevant minutes and memorandums</li> </ul>
<b>Specialist skills and knowledge</b>	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in social/community services or related discipline; OR minimum 3 years' experience working in social/community services leadership role</li> <li>2. Ability to build consensus and relationships among managers, employees and stakeholders</li> <li>3. Exceptional organisational and communication skills</li> <li>4. Advanced IT skills, including knowledge of Microsoft Office</li> <li>5. Experience and demonstrated competency in forecasting and monitoring financial expenditure</li> </ol>
<b>Interpersonal skills</b>	<ol style="list-style-type: none"> <li>1. Excellent written and verbal communication skills</li> <li>2. Time management of competing priorities</li> <li>3. Ability to lead and motivate a team of staff</li> <li>4. Understanding of confidentiality and discretion</li> <li>5. Efficient problem-solving skills</li> </ol>
<b>Key selection criteria</b>	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in social/community services or related discipline; OR minimum 3 years' experience working in social/community services leadership role</li> <li>2. Ability to build consensus and relationships among managers, employees and stakeholders</li> <li>3. Exceptional organisational and communication skills</li> <li>4. Efficient problem-solving skills</li> <li>5. Advanced IT skills, including knowledge of Microsoft Office</li> <li>6. Experience and demonstrated competency in forecasting and monitoring financial expenditure</li> <li>7. Current Criminal Record Check</li> <li>8. Up-to-date COVID-19 and influenza vaccination certificate</li> </ol>
<b>Date of review</b>	November 2022