



**Riddells Creek
Neighbourhood House**
The heart and hub of our community

POSITION DESCRIPTION COMMUNITY ENGAGEMENT MANAGER

Position Details

Position Title:	Community Engagement Manager
Reports to:	Committee of Management (CoM)
Supervises:	Neighbourhood House Volunteers, Contractors relevant to role
Hours:	16 hours per week, worked over three days, during House opening hours (9.30am - 3.00 pm) on agreed working days determined in consultation with the Operations Manager. Attendance at some after-hours events may be required.
Location:	Riddells Creek Neighbourhood House, 59 Main Street, Riddells Creek
Classification:	Social and Community Services Employee, up to Level 6.1 depending on skills, qualifications and experience.
Contract term:	Ongoing
Conditions:	Per Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2024
Probationary period:	3 months

Position Objective

The Community Engagement Manager works cooperatively with the CoM and the Operations Manager to develop and deliver its strategic plan and maintain the focus on its important community development role. This position applies high level organisational skills to manage the external relationships and stakeholders to sustain engagement and connections within the community. Working collaboratively with the Operations Manager your position works in accordance with the Strategic and Operational Plans and approved policies and procedures through a risk management lens, and budget constraints. The Manager is responsible for ensuring programs and projects operate in accordance with the CoM's policy decisions and service agreements with funding bodies. As appropriate, the role exercises managerial skill including in emergency situations. This position requires a high-level understanding of the role of community organisations, a high-level command of community development principles and an ability to support the community to build community resilience.

Key responsibilities

Culture

- Act as a role model to all House visitors, members and stakeholders by behaving in accordance with the values outlined in the House's cultural statement and Code of Conduct.
- Maintain a positive culture in the House by promoting an informal, welcoming, friendly, safe, inclusive and accessible environment for all House users.
- Facilitate and promote effective, positive, inclusive and professional communication within the organisation and with external agencies and the community.

Community Development

- Develop new and strengthen existing partnerships with community stakeholders, including residents and other community agencies.
- Respond to, facilitate and resource community, group and individual initiatives which are consistent with the organisation's strategic plan.
- Develop programs and activities that are consistent with community development principles and build community resilience.

Planning and Funding

- Work in collaboration with the Operations Manager and CoM to develop the House's five-year strategic Plan and annual action plans.
- Support other staff and volunteers to understand the program of work contained in an annual action plan and how their role contributes to delivering the plan.
- Take a strategic approach to human resourcing requirements, including how paid positions, contracted services and volunteer inputs can most effectively support the delivery of the House's overall operational requirements.
- Develop, implement, and review policies and procedures in conjunction with the CoM, staff (and volunteers as appropriate).
- Develop funding submissions to achieve strategic goals and annual action plans as they relate to community engagement.
- Ensure reports for funding bodies are prepared and submitted as required, thereby supporting the CoM's compliance obligations.
- Work in collaboration with the Operations Manager and Treasurer to develop the annual budget and take responsibility for the day-to-day administration of community engagement activities and developed programs as allocated in the budget within delegated authority.

Project management

- Implement the strategic and annual action plans.
- Develop strategies to promote the value of House activities to the broader community.
- Position the House to take advantage of positive publicity and opportunities for development and sustainable growth.

Staff and volunteer management

- Recruit, employ and manage staff and contractors as required for the community engagement role.
- Maximise the effective involvement of volunteers in all aspects of the House as they relate to your role.
- Manage the recruitment, induction, placement (task allocation) and supervision of volunteers as they relate to the community engagement role.
- Build the capacity of volunteers to complete operational tasks and develop in line with their goals.
- Guide, support, recognise and encourage volunteers.

Relationships, partnerships and networks

- Build and maintain constructive relationships between the House and members of the community as well as with external organisations.
- Participate in and represent the organisation at community forums, RANCH network meeting and other meetings as agreed.
- Act as the primary point of contact with Macedon Ranges Shire Council on the House's behalf.

Reporting and Accountability

- Report regularly to the CoM on the community engagement activities and provide all relevant information to enable them to meet their duty of care obligations.
- Report on activities, challenges, and achievements through the annual Neighbourhood House Network Survey.
- Provide support to the CoM to ensure that the AGM is conducted as required.
- Lead the development and production of the Annual Report incorporating evaluation reports of delivered programs, events and workshops against the Strategic Plan.

Marketing and promotion

- Develop and coordinate effective marketing and promotional items for the House.
- Work with allocated CoM member to design and develop and embed new website.
- Promote House services to the community by overseeing the development of promotional material, social media management and website updates and maintenance.

Key Selection Criteria

1. Demonstrated experience in, and commitment to working with the community in line with community development principles and practices. A focus on place-based community development and/or experience in building community resilience is desirable.
2. The capacity for strong and inclusive leadership and management of staff and volunteers.
3. The ability to relate well to people from a variety of backgrounds and work

- collaboratively with a broad range of community partners and stakeholders.
4. Innovative and resourceful approach to enable sustainable operations of the House.
 5. High level administrative and organisational skills including high level competency using technology and adapting new technologies to organisation processes.
 6. An understanding of the ACNC governance principles and applying them to work effectively and collaboratively with a volunteer-based CoM.
 7. Highly developed written and oral communication and computer skills with proficiency in the Office suite, Google Drive, email, Canva and the online environment.
 8. Well-developed problem-solving skills.

Specialist Skills and Knowledge

1. Tertiary qualifications in Community Development, Social Sciences, Community Services or equivalent similar sector experience.

Personal

RCNH cultural statement is outlined below. The successful candidate will be able to demonstrate an understanding of, and an ability to manage their behaviour in line with the outlined values

- Progressive and Modern
- Inclusive and community focused
- Transparency
- Strong Teamwork
- Optimism

Desirable

- Driver's Licence
- First Aid Certificate

Organisational Relationships

Reports to CoM.

Supervises volunteers relevant to the role.

Extent of Authority

To operate independently and with minimal supervision, in accordance with the annual plan and within the operational budget allocated.

Mandatory requirements

- Police Check
- Working With Children Check
- First Aid certification (training will be provided by the House)
- Child safety training (training will be provided by the House)