

# Position Description

(Human Resources)

## Organisation Context

Accessible Diversity Services Initiative Limited (ADSI) is a community based, non-profit organisation established to promote the principles of multiculturalism, access, equity, and social justice. It is committed for developing strategies which address the needs of all Australians, especially special needs groups such as refugees, women, youth, children, families, the elderly, the unemployed, the homeless and people with a disability.

For more information of ADSI, please visit [www.adsi.org.au](http://www.adsi.org.au)

## Position Details

<b>Job Reference:</b>	<b>MCI</b>	<b>Version:</b>	<b>2</b>
<b>Position Title:</b>	Manager - Community & Inclusion		
<b>Award Classification:</b>	SCHADS 6/7	<b>Employment Conditions:</b>	As per Contract

## Relationships

<b>Accountable to:</b>	ADSI Board of Directors through the CEO
<b>Reporting to:</b>	Senior Manager - Service Delivery (SMSD)
<b>Direct Reports:</b>	All within the Settlement Services Team and Community Services Team

## Essential Selection Criteria

1	Tertiary qualification of Social Work, Social Science, Psychology, or similar
2	Minimum 5-years' experience in the NFP sector on a managerial position, preferably community services
3	Clear understanding of the professional, ethical and legal responsibilities and boundaries for managers
4	Knowledge of block funded services and reflect it in daily management via planning, budgeting, and progress monitoring focusing on outcomes
5	Proven project management experience in community services delivery
6	Understanding of social, economic and individual issues of new refugees, humanitarians and migrants
7	Ability to lead teams to deliver complex support such as children protection, DFV and homelessness
8	Proven ability to deliver services as per KPIs set out in the workplan
9	Excellent time management skills to prioritise tasks to meet deadlines in a multi-service setting
10	Effective verbal/written communication skills to interpret complex matters concisely and precisely
11	Previous experience in service-related change management focusing on improvements
12	Current NSW Working with Children Check (Paid Worker) Clearance

<b>13</b>	Current National Police Check (Paid Worker) Clearance
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<b>Desirable Selection Criteria</b>	
<b>1</b>	Experience working in a culturally and linguistically diverse (CALD) environment
<b>2</b>	Bachelor's degree or higher in a related area well regarded
<b>3</b>	Membership of a professional body, such as AASW

<b>Primary Roles</b>	<b>Employee Initial</b>
<b>Implement and deliver expected outcomes</b> for programs of the Settlement Services Team and Community Services Team	
<b>Manage the Settlement Services Team and Community Service Team and implement changes</b> , following decisions from the CEO/Executives, authorities, or funders	

<b>Position Specific Duties</b>	<b>Employee Initial</b>
Manage all aspects of settlement & community services, especially staff, clients, and quality	
Report to SMSD and/or CEO/Executives issues identified, or changes known within the portfolio	
Ensure team performance against KPIs, including compliance, reporting, risks and quality	
Contribute to settlement & community service model design, business planning and implementation, in collaboration with the SMSD and/or CEO	
Provide information and progress updates to CEO/Executives (and Accountant when necessary), especially around compliance, acquittals, and risk management	
Provide timely and responsive advice/guidance and develop skills and knowledge of teams focusing on risk management and funding requirements	
Participate in accreditation standards and activities in conjunction with CEO/Executives	
Participate settlement & community audits and/or accreditations, with the CEO/Executives	
Implement continuous improvement action items decided by the CEO/Executives within teams	
Present at service relation platforms to advocate and promote the best interests of the organisation, clients, and communities in a positive way, when required	
Be a role model in leadership in creating and maintaining a positive organisational culture	
Maintain effective communication with direct reports to provide advice or informed decisions and hold direct reports accountable to their responsibilities and results	
Work collaboratively with other staff, government and/or non-government agencies to meet special and/or ad hoc needs of clients	

Other duties that commensurate with the functions and roles of the position	
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Position Specific Focus		Employee Initial
Service Type	Programs under Settlement Services Team & Community Services Team	
Cultural Group	N/A	
Age/Gender Group	N/A	
Service Focus	Block Funded	

General Duties for All ADSI Employees	Employee Initial
Adhere to ADSI mission, vision and values	
Adhere to the ADSI Policies & Procedures, service principles and standards	
Maintain client and organisational privacy and confidentiality	
Attend regular supervision and staff meetings	
Attend relevant training and professional development	
Maintain appropriate records and statistics	
Share information and resources with other ADSI staff	
Compliant with all WH&S requirements at ADSI	

Declaration	Employee Initial
NSW Working with Children Check (Paid Worker) clearance is mandatory for Employee of this position <b>prior to</b> employment commencement.	
National Police Check Clearance is mandatory for Employee of this position <b>prior to</b> employment commencement.	

Signature \_\_\_\_\_

Manager Name/Position  
Accessible Diversity Services  
Initiative Limited

Date \_\_\_\_\_

Signature .....

Employee

Date \_\_\_\_\_