



Position Description

Job Title:	Executive Manager Community Services
Employment Type:	Fulltime - 2 Year Contract
Reports to:	Chief Executive Officer
Approved:	Gary Uhlmann, Chief Executive Officer
Version Date:	21 August 2019

POSITION OBJECTIVE

This position is responsible for the planning, development and delivery of all community social services for all members of the community.

The Executive Manager Community Services role plays an integral part of the Executive Management Team to lead and manage the development and implementation of Kowanyama Aboriginal Shire Council's Operational Plan and Budget.

This position is located in Kowanyama.

DUTIES

Executive Management

- Develop and implement strategic and operational plans for Community Development services and programs responding to priorities outlined in the Council Plan, current community demand, State and Commonwealth Government policy and relevant best practice evidence.
- Ensure systems are in place to monitor the changing needs of the local community and respond accordingly.
- Advocate for appropriate service responses and infrastructure to ensure high quality services.
- Provide strategic advice to the Chief Executive and Council as requested.
- Ensure that all decision making within delegated services is undertaken in alignment with Council Delegations.

Service Development

- Identify and source new funding to improve the scope and breadth of services to meet community needs.
- Continuously improve the accessibility, range and level of services delivered within approved budget parameters.
- Develop and deliver projects that respond to Council's strategic objectives.

Policy Development

- Ensure that Council policy and strategy reflects the communities' needs and expectations.
- Ensure the provision of support for the development of relevant policy that supports Council's strategic objectives.

Community engagement and capacity building

- Work with the community to increase their capacity to make choices that enhance their health and wellbeing.

Partnerships

- Develop and maintain strategic partnerships to assist in achieving high quality outcomes for the community.

Quality and Risk

- Create an environment where innovation and achievement are emphasised and recognised.

-
- Ensure all delegated programs and services are compliant with relevant standards, legislation, policies and procedures and maintain relevant accreditations.
 - Ensure systems are in place to drive continuous quality improvement and manage risk.
 - Monitor, review and benchmark services to ensure they remain appropriate and effective to meet community needs.
 - Ensure that all requirements of external funding & service agreements are met.
 - Maintain staff and client confidentiality at all times.

Marketing and Promotions

- Ensure systems are in place to provide regular communication regarding service outcomes and opportunities to Council, the community and other relevant stakeholders
- Promote the positive outcomes of Community Development Services and Programs to all relevant stakeholders.

Financial Management

- Lead the development and submission of annual recurrent and capital budgets with an emphasis on efficiency and effectiveness of resource allocation.
- Ensure that operations are delivered within the approved annual budget
- Negotiate service goals and targets with external funding bodies where applicable.

Organisational Development

- Ensure that all services are staffed appropriately, that systems are in place to support professional development and manage performance.
- Ensure all delegated staff are appropriately supervised and supported in their work.
- Ensure a safe workplace for children, families, visitors and staff.

Reporting

- Prepare and submit timely and appropriate reports for the Executive Management Team, Council and relevant funding bodies as requested.

SELECTION CRITERIA

1. Demonstrated experience and expertise in social services strategy and social and community services delivery
2. Demonstrated (7 to 10 years) experience, at a senior management level.
3. Demonstrated ability to work independently or in a team in a professional and positive manner with the ability to be tactful, discrete and maintain confidentiality when dealing with matters of a sensitive nature.
4. Demonstrated ability to self-manage, meet deadlines and workflows utilising a high level of initiative.
5. Highly developed written and interpersonal skills in dealing with a range of internal and external customers with a proven track record of meeting deadlines, exercising sound judgment and initiatives
6. Demonstrated high level of proficiency in the use of desktop software applications.
7. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate effectively and sensitively with Indigenous people. Experience working and living in remote areas and/or aboriginal communities would be highly regarded.

OTHER REQUIREMENTS

- Police Clearance
- Working with Children Blue Card
- Queensland Open Drivers Licence

QUALIFICATIONS

- Tertiary qualification in Social Policy or Community Management, or other relevant discipline

Key Performance Indicators

Focus	Key Performance Indicators	Key Performance Measures
Budget	Ensure the Community Services department operates in line within the allocated budget.	<ul style="list-style-type: none"> • Each quarter actual expenditure and revenue to match budgeted.
Critical Mental Health	Improve the health outcomes of community members	<ul style="list-style-type: none"> • Collaborate with community groups, and Local, State and Federal government departments to improve access to health services and close the gap in health outcomes, in particular: <ul style="list-style-type: none"> • Suicide prevention and promotion of social and emotional well-being, including: <ul style="list-style-type: none"> • Indigenous Mental Health First Aid training • Increasing locally based experienced workforce for mental health, social and emotional well-being, substance abuse and intellectual disability services and programs • Provision of "healing" on country programs • Men's, women's and young people's services • Supporting the number of local community members undertaking mental health training /diplomas / degrees • Coordinate a strategic approach, driven by community, across all groups and services, to improve health outcomes and reduce gaps and duplication in service delivery, whilst obtaining value for money. The strategic approach would include: <ul style="list-style-type: none"> • Mental health, social and emotional-well being • Criminal justice interventions using evidence based approaches (including the Justice Reinvestment and diversionary models) • Housing • Education • Disability • Local economy
Health - Preventative and Support	Women's, Men's and Young people's support groups	<ul style="list-style-type: none"> • Work with community groups, and Local, State and Federal government departments to develop mental health, well-being, family violence and support services, including: <ul style="list-style-type: none"> • Women's group space and activities • Men's shed • Young people's group space and activities • Traditional hunting, gathering, cooking, art, song, music, basket weaving, wax collection, language, creating traditional artefacts, bush medicine and sports - harnessing the knowledge of elders
Community Connections	Men's and Women's Shed and Hub	<ul style="list-style-type: none"> • Implement and monitor the Men's Shed and Women's space service to ensure service delivery in line with funding agreement

Health - Population	Promote evidence based strategies to improve community health promotion (preventive)	<ul style="list-style-type: none"> • Work with community groups, and Local, State and Federal government departments to promote evidence based health promotion programs and service provision for all community members, including: <ul style="list-style-type: none"> • Nutrition • Exercise • Sexual health • Diabetes • Smoking • Dental
Justice	Promote evidence based strategies to reduce criminal offending	<ul style="list-style-type: none"> • Collaborate with community groups, and Local, State and Federal government departments to promote evidence based criminal justice programs for community members, to reduce offending and improve safety, including: <ul style="list-style-type: none"> • Justice reinvestment models (redirecting money spent on prisons to community-based initiatives) • Pre and post custodial sentence programs (to divert people from the criminal justice system to mental health, drug & alcohol and family violence programs, and support reintegration after release from custody) • Programs for young people to reduce offending behaviours (including school holiday programs, and healing on country programs) • Gender appropriate programs to reduce offending behaviours and improve social and emotional well-being • Indigenous Mental Health First Aid • Mental Health, social and emotional well-being, substance abuse and intellectual disability services • Boarding school support programs (for Council to visit boarders and provide guidance and support) • Driver licensing programs • Town planning in line with situational crime prevention best practice (such as having well-lit pathways and community areas)
Environment	Protect the Kowanyama environment and reduce the impact of plastic	<ul style="list-style-type: none"> • Working with Infrastructure, Works and Projects and community groups, reduce the amount of plastic being released in to the Kowanyama environment and water ways - including programs to reduce the use of plastic bags and the release of helium balloons. • Coordinate volunteer "clean-up" activities.
Community Environment	Promote beautification of community spaces and a "tidy town"	<ul style="list-style-type: none"> • Collaborate with community groups, and Local, State and Federal government departments to encourage local community pride: • Promote local artists to provide community artworks on buildings and structures • Reduce rubbish in public spaces • Promote plants in public spaces • Garden and "tidy town" awards
Health and enterprise	Community Gardens	<ul style="list-style-type: none"> • Collaborate with community groups, and Local, State and Federal government departments to create and maintain community gardens to increase local food production • Work with local retailers for the supply of local foods in stores • Work with local schools to increase knowledge of nutrition, fresh and local produce.
Childcare	Provision of high-quality service provision in line with funding agreement	<ul style="list-style-type: none"> • Collaborate with child care providers to provide high-quality, accessible and culturally appropriate services.
Education	Harness and celebrate local knowledge, culture and heritage, support our young people to gain the best education.	<ul style="list-style-type: none"> • Development and implementation of programs to support capturing and recording local knowledge and language • Collaborate with schools to celebrate local knowledge • Collaborate with schools to reduce the number of young people being excluded from schools • Collaborate with schools to increase the school attendance, by implementing programs and services such as breakfast clubs and transport services

Employment	Increase community capacity building	<ul style="list-style-type: none"> • With Human Resources, and Infrastructure, Works and Projects, collaborate with job employment service providers to: <ul style="list-style-type: none"> • Provide training to job seekers in community (with essential training in literacy, numeracy and basic computer skills) • Utilise job seekers in Council projects
Centrelink	Provision of Centrelink agency services	<ul style="list-style-type: none"> • Provide a high-quality service in line with funding agreement.
Aged Care Services	Provide high-quality support to Aged Care clients	<ul style="list-style-type: none"> • Provision of care in accordance with Aged Care guidelines and regulation • Audit of Aged Care services • Coordination of: <ul style="list-style-type: none"> • Respite care • Allied health and therapy • Personal Care • Social Support • Home medications • Food services - including the promotion of local traditional foods, fresh and nutritious foods • Transport
Disability	Preparation for National Disability Insurance Scheme (NDIS)	<ul style="list-style-type: none"> • Review the impact of the NDIS to disability services
Housing	Tenancy management	<ul style="list-style-type: none"> • Up to date tenancy agreements - community members • Advocate for sufficient community housing to reduce overcrowding
Land	Advocate for the resolution of Land Holding Act (Katter) leases	<ul style="list-style-type: none"> • Coordination of community meetings with Katter leases as an agenda item.
Sports and Recreation	Support of Sports and Recreation	<ul style="list-style-type: none"> • Active participation in Sports and Recreation Committee • Working with department of Infrastructure Works and Projects, advocate for sporting facilities, and infrastructure to encourage healthy activities (walking and cycling)
Multi-Purpose Centre	Support of Sports and Recreation and Youth Engagement	<ul style="list-style-type: none"> • Work with the Grants and Business Development Manager to identify funding for MPC activities
Community Radio	Provision of high-quality service provision in line with funding agreement	<ul style="list-style-type: none"> • Community member interviews • Community news reporting • Promotion of local culture • Promotion of local music • Promotion of local languages • Sponsorship and advertising opportunities
Stakeholders	Community stakeholder relationship building	<ul style="list-style-type: none"> • Four community meetings held each year • Attendance at relevant community group meetings

CORPORATE RESPONSIBILITIES

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area;
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives;
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.

ORGANISATIONAL RELATIONSHIPS

Reports to: Chief Executive Officer

Internal Liaison: Chief Executive Officer, Executive Managers, Councillors, and all Kowanyama Aboriginal Shire Council employees.

External Liaison: Local Government Association of Queensland (LGAQ) Local Government Workcare (LGW), Federal and state government agencies, statutory authorities, union organisers, members of the community

MANDATORY REQUIREMENTS

- Possession of a "C Class Driver Licence
- Relevant Tertiary qualification
- Maintain a clear Police Check
- Maintain a Working with Children Blue Card

POSITION DESCRIPTION AUTHORISATION

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.