

Position Description

Job Title	Manager Community Development
Level	CP 6.1
Team	Community Development
Job Type	Full time - Permanent
Reporting Relationship	Executive Director Community Services & RTO
Location	Various – Dixon Drive, Tuggeranong Community Centre, Gungahlin & Ngunnawal Community Centre, Denman Community Centre

About Us

Communities at Work is the largest provider of children’s services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Manager Community Development provides strategic leadership and oversight of the Community Development and Minibus Programs. Using an Asset Based Community Development (ABCD) approach, the role leads the development, delivery and evaluation of initiatives that strengthen community capacity, foster social inclusion, and support thriving, connected and sustainable communities across the ACT. Operating under limited direction from the Executive Director Community Services & RTO, the Manager Community Development exercises managerial responsibility and sound judgement in leading the Community Development, Minibus and Volunteer Programs. This includes stakeholder engagement, contract management, and partnership development to ensure community initiatives align with

organisational priorities. The Manager provides expert advice, analysis and recommendations to the Executive Director and relevant organisational stakeholders on community development strategy, emerging community needs, program performance, commissioning and funding opportunities, service improvement and matters of operational complexity. Working collaboratively with the Manager Community Programs, the Manager Community Development supports an integrated approach to strengthening community wellbeing and social inclusion across the ACT.

Duties and Responsibilities

Position Specific

- Lead the planning, delivery and evaluation of Community Development, Minibus and Volunteer Programs, initiatives and partnerships to achieve community, organisational and contractual outcomes.
- Provide leadership, supervision and support to the Community Development & Minibus team, fostering a collaborative and high-performing culture.
- Build, maintain and leverage strategic relationships with residents, community organisations, businesses, government and sector partners, representing Communities at work and negotiating outcomes within delegated authority.
- Oversee program compliance, quality, risk management, reporting and continuous improvement activities.
- Manage program budgets, resources and performance to maximise community impact and sustainability.
- Working under limited direction from the Executive Director Community Services & RTO, identify and pursue growth opportunities, including grants, tenders, commissioning processes and strategic partnerships, to expand and strengthen Community Development programs and services.
- Work closely with Executive and broader organisation in the planning, development and delivery of innovative and sustainable initiatives across Communities at Work's programs and services.
- Exercise delegated authority for the Community Development, Minibus and Volunteer Programs, establishing operational procedures, setting work area outcomes, monitoring performance and ensuring delivery of organisational, community and contractual objectives.

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes

- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service
- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Relevant tertiary qualifications in community development, community services, social sciences or a related discipline, together with relevant experience
- Proven experience leading, developing and managing staff and volunteers, including performance management, coaching and capability development
- Demonstrated skills developing and implementing community engagement and capacity building activities with diverse stakeholders
- Demonstrated experience managing budgets, resources, assets and funded programs, including monitoring performance against operational and financial objectives
- Demonstrated experience in governance, risk management, compliance, reporting and continuous improvement within a community services environment
- Strong strategic thinking, problem-solving and decision-making skills, with the ability to identify opportunities for innovation, service growth and improved community outcome
- A strong understanding of Asset Based Community Development principles and practices
- Current driver's licence
- Current Working with Vulnerable People card

Desirable

- An understanding of the ACT Government Commissioning process and ACT funding models
- Experience working within a community hub or similar integrated service model
- Experience using data and client feedback to improve services and demonstrate community impact

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:			Date