

Position Description

Job Title	Manager Community Programs
Level	CP 6.1
Team	Community Programs
Job Type	Full time - Permanent
Reporting Relationship	Executive Director Community Services & RTO
Location	Various – Tuggeranong Community Centre, Gungahlin & Ngunnawal Community Centres, 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 Programs provides strategic and operational leadership of Communities at Work's Community Programs and Hubs, ensuring services are responsive, sustainable and aligned with community needs and organisational priorities. Reporting to the Executive Director Community Services & RTO, the role leads a diverse portfolio including community centres, crisis support, pantry and food relief services, clothing programs, food rescue initiatives and other community-based services. The position is accountable for achieving program outcomes, service quality, compliance obligations and community impact across multiple sites.

The role leads and develops Community Programs staff and volunteers, fostering a collaborative and high-performing culture while overseeing workforce planning, operational performance, governance, risk management and continuous improvement. The Manager Community Programs exercises a high degree of judgement and delegated authority in managing people, resources and service delivery, ensuring services remain effective, accessible and community focused.

The position is responsible for the effective management of program budgets, assets, donations, funding allocations and reporting requirements, and for building strong partnerships with government, community, business and funding stakeholders. The role contributes to strategic planning, service development and organisational initiatives, while identifying and pursuing opportunities for innovation, growth, grants, tenders and strategic partnerships that strengthen Communities at Work's impact and long-term sustainability.

Working closely with the Executive Director Community Services & RTO, the Community Development Manager and other organisational leaders, the Manager Community Programs plays a key role in advancing community wellbeing, social inclusion and resilient communities across the ACT while supporting Communities at Work's purpose, values and strategic objectives.

Duties and Responsibilities

Position Specific

- Lead the strategic planning, delivery and evaluation and continuous improvement of Community Programs and Hubs, ensuring services achieve organisational, community, funding and contractual outcomes.
- Lead and manage Community Programs staff and volunteers, including performance management, supervision, capability development fostering a collaborative and high-performing culture.
- Oversee the effective operation of community centres, crisis support services, pantry programs, clothing programs and food rescue initiatives, ensuring services are accessible, sustainable and responsive to community needs.
- Develop and maintain strategic partnerships with community members, businesses, donors, government agencies, funding bodies and sector stakeholders to strengthen service delivery, community participation and organisational impact.
- Develop, implement and review operational policies, procedures, systems and practices that support service quality, governance, compliance, risk management and continuous improvement across Community Programs.
- Develop, monitor and manage program budgets, funding allocations, assets, donations and resources, ensuring financial sustainability and achievement of program objectives.
- Under the guidance of the Executive Director Community Services & RTO, identify and pursue growth opportunities for grants, tenders, commissioning processes, partnerships and other initiatives that strengthen and expand community programs and services.
- Work collaboratively with the Executive and broader organisation in the planning, development and delivery of innovative and sustainable initiatives across Communities at Work's programs and services.

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 qualification in community services, community development, social services, management or a related discipline
- Demonstrated experience leading and managing complex community programs, services or operations across multiple sites or service streams
- Proven experience leading, developing and managing staff and volunteers, including performance management, coaching and capability development
- Demonstrated ability to develop and maintain strategic partnerships with government, community organisations, funding bodies, businesses and other stakeholders to achieve service and organisational outcomes

- 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 outcomes
- Demonstrated understanding of Asset Based Community Development principles and their application to community development and service delivery
- Current driver's licence
- Current Working with Vulnerable People card

Desirable

- Understanding of the ACT Government Commissioning process and funding models
- 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