

## Position Description

<b>Job title:</b>	Head of Community Impact and Outcomes
<b>Reports to:</b>	Chief Operating Officer, Melbourne
<b>Status:</b>	Full-time 1 FTE. 18-month contract. Ending 31 December 2024.
<b>Direct reports:</b>	Program Manager (QLD), Program Manager (NT), Program Manager - Horizons
<b>Indirect reports:</b>	Program Coordinator/s (Galiwin'ku), Program Coordinator/s (Palm Island), Program Coordinator/s (Woorabinda), Program Coordinator/s (Wurrumiyanga), Other staff, as appropriate
<b>Location:</b>	Melbourne
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Award classification:</b>	Level 7
<b>Salary range:</b>	\$120,000-130,000 + super
<b>Identified role:</b>	<i>This is an identified First Nations position. This is a First Peoples Identified role only open to Aboriginal and Torres Strait Islander peoples. The filling of this position is intended to constitute a special measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), s 12 of the Equal Opportunity Act 2010 (Vic) and s 27 of the Discrimination Act 1991 (ACT).</i>
<b>Date updated:</b>	May 2023

### About Community Spirit Foundation

Community Spirit Foundation works with 1600 First Nations children and young people and their families across four remote Indigenous communities in Queensland (Palm Island and Woorabinda) and the Northern Territory (Wurrumiyanga and Galiwin'ku).

Community Spirit Foundation develops long-term partnerships with remote First Nations communities within a community development framework to build the capacity of communities in a long term and sustainable manner.

Our locally employed First Nations staff ensure our programs are appropriate to each individual community context, whilst providing positive relatable role models for students. Delivering a suite of programs our staff work in the classroom and community with around 1,600 students, building

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confidence, teaching goal setting and increasing resilience through education. Our work stretches from primary level through to the completion of Year 12.

## **Position Purpose**

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This key leadership position will provide operational and strategic leadership of the Community Spirit Foundation program in its entirety.

This position is responsible for the delivery of a suite of programs and services for First Nations children, young people and families in alignment with organisational strategy. This position will implement a strong program management cycle, continual improvement, theory of change, monitoring and evaluation and be outcome and impact focused. This position will be responsible for establishing the Community Spirit Foundation as a reputable community development organisation delivering best practice and evidence-based programs.

This role is responsible for the high-level management of the organisational relationship with each partner community, including developing and maintaining key community relationships and implementing a community engagement strategy adhering to community development principals. Further, the Head of Community Impact and Outcomes is responsible for managing all programs staff, both community-based and in the Melbourne Head Office. This role also plays a significant role in contract management and reporting across the Community Spirit Foundation.

## **Key Responsibilities**

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### **1) Program Delivery and strategic direction**

- Lead and implement a robust program delivery and management cycle across all CSF Programs
- Lead and implement the production of age appropriate and contextualised Starting Block workbooks each term that focus on the General Capabilities of the Australian Curriculum
- Develop timelines that ensure production and manufacture of Starting Block workbooks aligns with school calendars.
- Lead and implement a theory of change.
- Provide strategic advice and support to the COO including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals.
- Ensure effective planning, development and delivery of high quality, sustainable client and community focused programs.
- Proactively identify, seek out, explore, and introduce new programs, services in line with the CSF strategic direction.
- Develop and maintain open, clear, and accountable relationships with funding and regulatory bodies, ensuring accurate, timely and effective communication and reporting as required.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to develop and ensure continual improvement across service offerings.
- Liaise with Finance to develop and manage overall Programs budget.
- Ensure all CSF Programs align with sector best practice and broad organizational values, strategy and direction.
- Liaise and collaborate with CEO and Board of Directors to ensure strategic alignment between CSF Programs and organization more broadly.
- Ensure that all programs are managed in accordance with funding requirements, CSF policies, allocated budgets and contemporary human resource management approaches.

### **2) People and Teams**

- Responsibility for development and performance of all Programs team, both direct and indirect reports, both head office and community based.
- Mentor, support and empower the Programs team to continuously grow and develop their skills in accordance with CSF goals and values.

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- Line management of Programs Managers (NT and QLD) and Horizons Program Manager and any other staff as appropriate
- Support line management of all other Programs staff by Programs Managers
- Cultivate a supportive and respectful culture that inspires people, enlivens communities and confronts injustice (internally and externally).

### 3) **Community Engagement**

- Develop, implement and manage community engagement strategy and activities
- High level management of key community stakeholders
- High level management of all CSF community visits and communication

### 4) **Monitoring and Evaluation**

- Develop, implement and manage organisational Monitoring & Evaluation (M&E) framework
- Develop, implement and manage all community monitoring data collection tools / processes
- Collate and write Quarterly and Annual Programs reports for internal and Board distribution
- Facilitate, plan and manage external, independent evaluations of programs where appropriate

### 5) **Contract Management & Reporting**

- Manage and oversee all government, philanthropic and other contracts relating to Programs including other contracts or reports required at the discretion of CEO / COO
- Ensure contracts are adhered to, managed, and reported against in a timely manner.
- Prepare, collate and write all necessary reports in respect of contracts and other materials as directed by the CEO / COO.

### 6) **Funding, Marketing and Communications**

- Support CEO / COO, and other staff as appropriate with philanthropic, corporate and government submissions and reports
- Support CEO / COO in stakeholder management of key government &/or funding contacts
- Facilitate provision of Programs information for all Marketing/ Communications needs
- Proactively and collaboratively work with the funding team to ensure continued future giving to the organisation is obtained, by assisting in providing funding ideas, attending events and meetings with key stakeholders.

### 7) **Personal Accountability (Lead by Example)**

- Model and promote behaviour that is in accordance with CSF values and behaviours.
- Comply, and ensure team compliance with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards.
- Adhere to and promote CSF's health and safety culture, committing to achieve outcomes, making sound and timely decisions using a variety of data sources.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with CSF employees and external stakeholders in accordance with CSF's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attending mandatory training sessions (i.e., equal employment opportunity, health and safety) and mandatory training specific to position.

### 8) **Quality and risk Management**

- Provide strategic advice on relevant State and Federal policy directions.

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- Ensure that regulatory, legal, funding and national quality framework requirements are met, including reporting.
- Develop effective systems to ensure compliance with quality and risk management requirements and CSF Policy.
- Proactively identify, report, manage and respond to emerging issues in an appropriate and timely manner.

## Person Specification

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### Essential:

#### Role requirements

- Working with Children Check
- Police Check
- Current valid driver's license
- Ability to travel to remote partner communities.

#### Qualifications

- Minimum - Bachelor level qualifications in human/community services (or equivalent work experience)

#### Experience

- Minimum of 5 years' experience in a senior leadership role.
- Proven understanding and knowledge of Aboriginal and/or Torres Strait Islander peoples, their cultures and communities.
- Proven experience working with Aboriginal and/or Torres Strait Islander communities and ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
- Sound and demonstrated experience leading community development programs.
- Demonstrated experience leading social impact programs in remote Australian Aboriginal and/or Torres Strait Islander communities.
- Demonstrated experience developing organisational and program strategy.
- Demonstrated experience leading and implementing participatory development approaches for programs for social change.
- Experience leading and implementing a robust program Monitoring & Evaluation process to ensure continuous improvement.
- Experience leading a team in a collaborative and supportive manner to achieve program outcomes.
- Strong knowledge and understanding of application of relevant Legislation, Acts and Regulations
- Significant and demonstrable leadership experience and proven skills in managing change and innovation, whilst supporting teams through continuous improvement strategies.
- Significant business acumen.
- Significant experience in high level financial and budget management.
- Strong and demonstrated capacity to lead, manage and report on the performance of multiple programs.
- Demonstrated high level communication, interpersonal, negotiation and relationship building skills.

### Desirable:

- Post Graduate level in management or equivalent (preferred) preferably a post-graduate qualification/s in community development or related field

## Key Selection Criteria

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- Values alignment: Ability to demonstrate and authentically promote CSF's values.
- Personal and Professional Accountability - Takes a holistic perspective when considering challenges and opportunities and develops systems and processes to secure the health and

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wellbeing of stakeholders.

- Communication and Engagement - Uses advanced communication, advocacy and influencing skills to progress complex situations and achieve significant impact for the community.
- Change and Resilience - Creates a vision for change and a supportive culture to enhance readiness for change, championing and implementing strategies to mitigate uncertainty and encourage continuous improvement and innovation.
- Outcomes Focus - Establishes financial systems, budgets and sustainable practices across CSF, ensuring long term availability of adequate resources, making informed resource allocation and investments.
- Cultural Safety - Reviews and evaluates CSF performance to ensure it is effective, appropriate and consistent with CSF cultural safety principles, maintaining existing and establishing new partnerships to enable co-design and self-determination principles.
- Leadership and Teamwork - Ensures CSF purpose and values are integrated into the culture and all people management systems are actively promoted and modelled by leadership.
- Sustainable Relationships - Forges true partnerships with stakeholders, partners and agencies, developing and maintaining sustainable networks across the sector, including government and regulatory agencies.
- Personal Attributes - Understanding of the social, political and circumstantial complexities impacting outcomes for remote Aboriginal and/or Torres Strait Islander students
- Highly developed skills in developing, leading and implementing organisational strategy.
- Excellent written and verbal communication skills, including cross cultural communication and the ability to articulate complex ideas and concepts clearly and concisely to a range of stakeholders.
- Ability to transfer skills and knowledge to others using a strengths-based and capacity building approach.

## **Key Performance Indicators**

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- 1) Strong and productive relationships with each partner community
- 2) Robust program management cycle in place
- 3) Contribution toward organisational strategy
- 4) CSF education program aligns with and contributes positively to organisational strategy.
- 5) Four quarterly and one annual report distributed internally and to the Board of Directors
- 6) Fully and appropriately staffed community offices
- 7) Implementation of all CF programs in alignment with strategy
- 8) Provide data, reports and relevant information for partner and funder reporting as required.

## **Child Safety Statement**

Community Spirit Foundation has zero tolerance for child abuse. Community Spirit Foundation is a child safe employer and is committed to the welfare of children and their protection.

Community Spirit Foundation has systems to protect children from abuse and will take all allegations and concerns very seriously and respond to them consistently, in line with our policies and procedures.

All potential employees and volunteers will be required to comply with the Community Spirit Foundation's Child Safe Policy and Code of Conduct. Community Spirit Foundation performs thorough assessments of potential and existing employees in accordance with the legislated Child Safe Standards. The assessments will be used to ascertain whether the potential or existing employee is a fit and proper person and is suitable for work in a school environment and in the position applied for or held. The screening process includes, but is not limited to, Criminal Records Checks, Working with Children Checks and checks of social media accounts.