Job Description
Community Development Manager
Human Resources

Department:	Accommodation Services
Primary Location:	Central Office (Adelaide CBD)
Award/Classification:	Social Community Home Care & Disability Services Award 2010 (Level 7.1-7.3)
Status of Employment:	As per individual contract
Date Reviewed:	November 2017
Reports To:	Chief Operations Officer

Position Summary

The Community Development Manager is a key leadership role which exists to ensure the delivery of tenant engagement and community development strategies and projects.

The position will implement agreed initiatives that will assist Unity to achieve enhanced tenancy and social outcomes for tenants and their communities. In particular the role will lead the implementation of strategies that provide opportunities for social housing tenants to reach their full potential.

Key areas of focus will include Tenant Engagement, Community Development, Placemaking and Grant Management which are addressed and delivered through the Community Connect Strategy including management of the Community Connect Team.

The role is also responsible for developing and managing relationships with key partners and stakeholders across Government, commercial and not-for-profit sectors insofar as they relate to the delivery of the Community Connect Strategy.

Key Reporting / Working Relationships

Internal	External
- Chief Operations Officer - Community Connect staff - Regional Housing Teams - Leadership Team - Quality Assurance Manager - Communications and Marketing Officer	- Works collaboratively with external organisations and other stakeholders including funding bodies, as required - Direct relationship with customers/tenants and their supporting agencies

Special Conditions

- Hours of work are as per contract
- Position is based at the Central office but there will be a requirement to work across all Unity sites including travel to Unity's regional locations
- A six month probationary period will apply
- 5 weeks annual leave
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, and overtime or TOIL will apply

Initials

- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full South Australian driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- Some inter and intra state travel will be required.

KEY RESPONSIBILITIES

Tenant Engagement and Community Development	Time Spent (%)
- Responsible for the development, implementation, evaluation and monitoring of initiatives within the Community Connect Strategy. - Manage staff employed within the Community Connect Team. - Measure social outcomes achieved through Unity's Community Connect Strategy. - Deliver new and innovative projects that are recognised as best practice in order to achieve improved tenancy and social outcomes for tenants. - Collaborate in the development, implementation and evaluation of innovative and effective strategies to contribute to a safe, healthy and inclusive community. - Manage the ongoing functionality of the Community Connect Committee in line with its Terms of Reference. - Increase access to pathways into sustainable employment and/or educational support for tenants and their dependents. - Contribute to the development of Unity's Placemaking strategy so that it is integrated into local neighbourhood improvement opportunities where appropriate. Implement and monitor the delivery of the Tenant Engagement and Participation Framework. - Ensure tenants have access to relevant information from a range of sources and methods appropriate to circumstances. - Facilitate consultation with tenants and ensure feedback is integrated into the organisations' decision making processes. - Tenant event coordination and management. - Program review, evaluation and improvement - Project and program management	**70%**

Grant Management	Time Spent (%)
- Lead the process of researching and developing submissions to access Community Grants, other funding streams and philanthropic sources to facilitate the delivery of the Community Connect Strategy. - Facilitate partnerships and collaborative models of work to support the Community Connect Program with other organisations. - Development and delivery of presentations and printed material to support funding submissions. - Coordinate and develop awareness of funding opportunities across the organisation and support staff to access external funding.	**20%**

Initials	

Other Duties	
- Data collection and reporting - Increasing the profile of tenant engagement and community development across the organisation. - Any other duties appropriate to the role.	**10%**

Key Performance Indicators

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description and the employment contract:

- Development of a sustainable tenant engagement and community development program based on best practice.
- Effective relationship management with all relevant stakeholders through the development and implementation of a stakeholder management plan.
- Attain a minimum 10% annual increase of grant funding for Community Connect initiatives
- Ensure there is at least one active Community Connect project delivered each year within regional teams.
- Internal capacity building among the broader Unity staff group regarding the development and delivery of tenant engagement and community development projects.
- Ensure the ongoing functionality and identified outputs of the Community Connect Committee based on the committee Terms of Reference
- Identification and development of sustainable service delivery partnerships.

Other specific Key Performance Indicators (KPIs) will be identified in conjunction with the line Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are properly measured in determining the level of performance.

Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful

Initials	

PERSON SPECIFICATION

Education/Qualifications	
Essential:	**Desirable:**
• Tertiary qualifications in a relevant discipline which may include Community Development, Social Sciences or Social Planning and/or significant experience. • A South Australian current driver's licence.	• Qualification in Project Management.

Experience	
Essential:	**Desirable:**
• Strong relevant professional experience. • Demonstrated sound community development and engagement skills, including an ability to build relationships, seek input and advocate on tenant engagement and community development issues with a wide cross section of the Community, Councils and other Government Stakeholders. • Demonstrated ability to write detailed tender and grant submissions resulting in successful outcomes. • Demonstrated ability in project management, reporting and acquittals. • Demonstrated analytical, problem solving and advocacy skills. • Demonstrated ability to prepare a wide range of reports and correspondence, as well as deliver verbal presentations to a professional standard.	• Previous professional experience in a not-for-profit environment.

Knowledge	
Essential:	**Desirable:**
• Knowledge and understanding of the current social housing sector, or demonstrated capacity to quickly acquire such knowledge. • Knowledge of social barriers faced by people experiencing homelessness or at risk of homelessness. • Knowledge of grant funding application, reporting and acquittal processes.	• Knowledge of National Community Housing standards. • Knowledge of National Regulatory system. • Knowledge of micro-business and/or social enterprise development.

Initials

Approval:

Chief Executive Officer   Date: 4 December 2017

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:		Signature:		Date:	

Initials