

Regional Community Development Manager

Work Unit	Program Delivery
Classification Level	4
Employment type	Full time (1.0)
Work location	State office
Reporting line	State Manager
Supervisory Responsibilities	Senior Community Development Officers
Date document created or updated	August 2024

Position purpose

The Program Delivery (PD) team delivers the Alcohol and Drug Foundation (ADF’s) evidence-based alcohol and other drug (AOD) harm prevention programs to the Australian community. The Regional Community Development Manager (RCDM) leads a team of Senior Community Development Officers (SCDOs) who have primary responsibility for the delivery of ADF programs, including the Good Sports program, Local Drug Action Team (LDAT) program, pilot programs and new initiatives.

The RCDM is responsible for the operational leadership and successful delivery of the Good Sports and LDAT programs and other State/Territory projects. Responsibilities include effective service delivery planning, program implementation, adherence to program policies and procedures and achievement of performance targets. The RCDM is experienced in coaching and motivating others to succeed and works closely with SCDOs to role model effective stakeholder engagement and achievement of program outcomes.

Together with their State Manager, the RCDM is responsible for identifying and fostering key stakeholder relationships, particularly in sport and local government. The RCDM represents PD internally in working groups, and externally at events, in community forums and workshops. The RCDM also works with their State Manager to identify new program and funding opportunities.

Organisational context

Celebrating 65 years of service to the community, the ADF is Australia’s leader in AOD harm prevention. Our mission is to inspire positive change and deliver evidence-based approaches to minimize alcohol and drug harm in our community. Our vision is that people live healthy, safe, and satisfying lives, unlimited by alcohol and drug harm.

The ADF’s work reaches millions of people in local communities through sporting clubs, workplaces, health

care settings and schools, through education, harm prevention programs and advocacy. The ADF is proudly independent and not-for-profit.

Our services and programs include:

- Alcohol and drug information
- Program Delivery
- Knowledge, research and evaluation
- Policy and advocacy

The ADF's four key values are Courage, Collaboration, Adaptability, and Impact. Our values are underpinned by a commitment to good governance. For further information, please visit our website: <http://www.adf.org.au/>

Key Relationships

Internal Relationships:

- Head of Program Delivery
- State Manager
- Senior Community Development Officers
- National Community Programs team
- National Strategic Programs team
- Research and Evaluation team
- Marketing and Communications team

External Relationships:

- State/Territory community sports clubs, peak sporting bodies, leagues and associations
- Local & State/Territory Government
- Community organisations including alcohol and other drug agencies and community health
- Aboriginal and Torres Strait Islander Peak bodies
- Local police

Responsibilities

General

- Effective recruitment, onboarding, professional development, and performance management of SCDO team
- Operational program leadership, including effective service delivery planning to achieve State/Territory targets and Key Performance Indicators
- Identify, develop and maintain community and program partnerships, including with peak bodies, local and State governments, and community organisations, to achieve strategic outcomes and support program delivery
- Ensure ADF programs are delivered in accordance with policies, procedures and quality standards
- Effectively use the ADF's Customer Relationship Management (CRM) system (Salesforce) to plan, monitor, forecast, evaluate and report on service delivery targets and outcomes
- Collate monthly program performance data and report monthly trends, issues and mitigations to the State Manager
- Manage and participate in ADF events, deliver presentations and conferences in a variety of settings

including community, corporate and Government

- Identify program innovations, new business and funding opportunities
- Attend and participate in AOD stakeholder meetings and committees, representing the ADF and its programs
- Contribute to the continuous improvement of programs and services, including through engagement in working groups, community of practice sessions, and internal program/leadership meetings
- Plan and monitor professional development, travel and team building expenditure.
- Commit to professional development enabling effective leadership and people management.

Good Sports program

- Support SCDOs to proactively identify, engage and progress clubs through the Good Sports program
- Support SCDOs to effectively plan and facilitate club workshops, including follow up support

Local Drug Action Team program

- Ensure Community Action Plans (CAP) developed by LDATs in collaboration with SCDOs demonstrate adherence to program objectives, are informed by evidence, and meet quality standards
- Ensure SCDO's are actively engaged with their LDATS, including through community visits, stakeholder meetings and monitoring of CAP delivery
- Participate as a member of the CAP assessment panel, assessing the suitability of CAPs for funding

Capability Profile

Formal Education

- Undergraduate qualification in health promotion, social sciences, public health, business management or a related discipline.

Key Selection Criteria

- Experience in leading and managing teams to achieve quality service delivery outcomes
- Strong operational planning and organisational skills with proven ability to engage teams to achieve program targets and key performance indicators
- Demonstrated experience coaching, developing and supporting team members to achieve success in their roles
- Strong verbal communication skills, including confidence engaging with program stakeholders and at public speaking events such as workshops, conferences, and expos
- Highly developed interpersonal skills, including an ability to network and engage with community and program stakeholders
- Demonstrated experience using CRM systems to plan, monitor, forecast, evaluate and report on service delivery targets and outcomes
- Ability to travel within State/Territory, a current driver's license and personal vehicle
- Ability to deliver after hours workshops to community sports clubs (where required)
- Interstate travel may be required from time-to time

Desirable

- An understanding of the culture, dynamics and politics of state and local government.
- Awareness of community AOD issues, harm reduction and harm minimisation approaches
- An understanding of community engagement principles and place-based approaches

Competencies

Competency	Definition	Importance
Strategic Perspective	Takes a long term view and thinks on a broad canvas. Helps to chart the long term course of the business by evaluating key options, capabilities, threats and opportunities. Establishes and implements operational plans aligned with the strategic vision.	Essential
Judgement & Decision Making	Makes rational, realistic and sound decisions. Considers all facts and alternatives available. Looks for causes, not just symptoms, and selects appropriate courses of action to solve problems.	Essential
Drive & Initiative	Enthusiastic and committed. Demonstrates capacity for sustained effort and hard work over long time periods. Highly motivated to achieve goals. Pro-active and self-starting. Seizes opportunities and acts upon them. Originates / takes action so as organisational goals can be met.	Essential
Motivating Others	Enthuses others and facilitates successful goal accomplishment by promoting a clear sense of purpose. Inspires a positive attitude to work. Arouses a strong desire to succeed amongst team members. Leading by example and arousing enthusiasm for a shared vision.	Essential
Building & Maintaining Relationships	Able to establish and maintain relationships with people at all levels. Values and protects effective relationships with employees, customers and suppliers, as appropriate. Builds harmonious and positive alliances with relevant professional contacts.	Essential
Communication	Establishes open communication channels. Able to express own ideas and opinions in an appropriate manner. Receptive to others' communications.	Essential
Influence & Negotiation	Persuades, convinces and negotiates to gain acceptance of ideas and/or courses of action.	Desirable
Management Control & Direction	Establishes clear priorities. Schedules activities to ensure optimum use of time and resources. Monitors performance against objectives. Provides team with a clear sense of direction. Takes charge, organises resources and steers others towards successful task accomplishment.	Essential
Adaptability	Adapts to changing work requirements and demands. Willing to adjust behaviour in response to the situation. Receptive to new ideas and approaches. Undertakes work with a sense of flexibility.	Desirable