

**POSITION DESCRIPTION (ATTACHMENT A):**

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| <b>Position Title:</b>   | CityCare Campus Manager   |
| <b>Award / Level:</b>  | Social and Community Services Award/Community Services Grade 4 to 6 [Depending on Experience]   |
| <b>Department / Dept Head:</b>   | CityCare / [name]   |
| <b>Responsible To:</b>   | [name]  |
| <b>Type of Position:</b><br>Pastoral <input checked="" type="checkbox"/> Non Pastoral <input type="checkbox"/> | <b>Status:</b> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Casual <input type="checkbox"/> Intern <input type="checkbox"/><br>Fixed Term <input type="checkbox"/><br><b>Hours per Week: 38</b> |

**Summary of Position:** Implement and maintain programs/services in local community through Centre operations. Significantly focus on the development of appropriately skilled, motivated and committed volunteer workforce and establish long-term relationships with campus & community stakeholders.

| <b>Key Result Areas</b>        | <b>Description</b>  |
|--------------------------------|---|
| <b>1. Volunteer Management</b> | <ul style="list-style-type: none"> <li>▪ Develop volunteer program strategy. Defining key program outcomes and implementing policies and procedures to ensure that these goals are met.</li> <li>▪ Monitor and evaluate volunteer retention rates and apply management techniques to improve retention</li> <li>▪ Plan and implement appropriate training and support programs for volunteers including emotional support, technical training and leadership development</li> <li>▪ Assist coordinators to organize work opportunities in order to take full advantage of various skill sets offered by volunteers</li> <li>▪ Raise awareness within the Campus of the skills that volunteers can bring to Citycare and the type of work that can be completed by volunteers.</li> <li>▪ Ensure the ongoing recognition of volunteer contributions</li> </ul> <p style="text-align: center;"><b><i>Weekend Services</i></b></p> <p>Raise awareness at weekend services through the design, implementation and oversight of marketing strategies to promote the Vision, Mission Values and programs of CityCare and foster volunteer opportunities.</p>                |
| <b>2. Governance</b>           | <p><b><i>Legislative</i></b></p> <ul style="list-style-type: none"> <li>▪ Ensure that all Government legislation and funding requirements are implemented effectively throughout CityCare through the design &amp; implementation of policies and procedures for best practice.</li> <li>▪ Reduce critical incidents in service delivery through the continual monitoring, evaluation and re-design of operational guidelines for St Teams, ER, Counselling, SHINE, Strength etc.</li> </ul> <p><b><i>Administrative</i></b></p> <ul style="list-style-type: none"> <li>▪ Ensure that appropriate records and files are maintained to provide accountability to clients, Government &amp; funding bodies</li> </ul> <p><b><i>Reporting &amp; Evaluation</i></b></p> <ul style="list-style-type: none"> <li>▪ Evaluate and document program activity and provide Senior Management with continuous improvement strategies to increase effectiveness of program services</li> </ul> <p><b><i>Financial</i></b></p> <ul style="list-style-type: none"> <li>▪ Oversee set budgetary requirements for Centre</li> <li>Monitor inventory of resources for Centre</li> </ul> |

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| <p><b>3. Community Networking</b></p>            | <p><b><i>Internal Stakeholders</i></b><br/> [Pastoral Care, Campus Pastors, Youth team, congregation]</p> <ul style="list-style-type: none"> <li>▪ Seek to inform, clarify and inspire campus staff with the Vision, Mission, Objectives and values of community work through CityCare</li> <li>▪ Influence campus staff to partner with CityCare to meet local community needs</li> <li>▪ Build a culture of collaboration, networking and innovation through partnerships and strong relationships with campus staff.</li> </ul> <p><b><i>External Stakeholders</i></b><br/> [Government Agencies, local council, other churches, local community services]</p> <p>Continually enhance relationships, partnerships and networks for the purpose of building the quality of the services and programs offered to people within our local community.</p> |
| <p><b>4. Leadership Development of Staff</b></p> | <ul style="list-style-type: none"> <li>▪ Apply basic Human Resource Development practice to enhance the skills, career aspirations and development of all staff working through the centre.</li> <li>▪ Proactively engage in performance appraisal and on the job evaluation for the purpose of implementing strategies to grow leadership, technical and relational capacity of staff</li> <li>▪ Implement well-being and self-care programs to ensure staff are maintaining work life balance.</li> </ul>  |

Additional tasks and responsibilities may be assigned by your Department Head as required from time to time.

**GENERAL POSITION REQUIREMENTS**

**1. Pastoral Duties**

- a. Responsible for the pastoral care and well being of Hillsong Church’s congregation.
- b. Responsible for conducting aspects of weekend church services and other events hosted by Hillsong.
- c. Live a lifestyle in accordance with biblical standards as befitting the position of Pastor at Hillsong Church.
- d. Provide spiritual leadership and authority commensurate with the responsibilities and parameters of your position.
- e. To teach Christian discipleship through instruction, leadership and example.
- f. Endorse and encourage faithfulness towards the practices of the Christian faith and the culture of Hillsong Church.

**2. General Responsibilities**

You, the employee must:

- a. Devote the whole of your time, attention and skill during normal business hours, and at other times as reasonably necessary, to your duties;
- b. Faithfully and diligently perform the duties and exercise the powers consistent with your position as assigned to you from time to time;
- c. Comply with all lawful directions given to you by any person duly authorised from time to time;
- d. Use your best endeavors to promote and enhance the interests, welfare, business, growth and reputation of the Church;
- e. At all times act to a high standard of professional behaviour;
- f. Not act, or be seen to be acting, in conflict with the best interests of the Church;

## **2. Character and Personal Qualifications**

Being a staff member of Hillsong Church, the following are necessary:

- a. Relationship & commitment to Jesus Christ;
- b. Total commitment to Hillsong Church and its vision;
- c. Total commitment and loyalty to the leadership of Hillsong Church, and ability to work in a team environment;
- d. Spiritual maturity consisting of a pleasant, forgiving, non-judgmental, but assertive manner.
- e. Initiative.
- f. Confidentiality.
- g. Ability to work under pressure and remain calm.
- h. Ability to meet deadlines (may involve working outside normal hours).
- i. Ability to communicate effectively with all levels of team, members of congregation and general public.

## **SKILL AND EDUCATIONAL REQUIREMENTS**

### **Ideal Qualifications**

- Associate Diploma or Degree level qualifications in Welfare/Community or related Discipline

### **Ideal Experience**

- Welfare/Community Development Experience 7yrs+
- Management Experience 3yrs+

## **ONGOING VISION**

Hillsong Church with its broad vision will continue to grow and expand. Anyone accepting any staff role must understand that “ongoing change” will always be part of this church, and therefore must be flexible, open to challenge & willing to move and grow with that ongoing vision.