**Position Description**

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| **Title** | **Community Patrols Manager** |
| **Reporting to** | Executive Manager Community Services |
| **Salary Range** | Up to $90,000.00 p.a |
| **Liaises with** | All employees, clients and emergency services |
| **Type of Position & Hours of work** | Full Time  Tuesday to Saturday  8:00am to 4:30pm (Some night work may be required) |
| **Position Summary** | Manage the Community Patrol programs with a focus on community engagement, service delivery, business management, project management, quality assurance, work health and safety, customer and client management.  Lead and direct business to be an industry leader. Work in conjunction with the Executive Manager to provide effective leadership and be accountable for quality customer service in line with Julalikari Council Aboriginal Corporations Vision, Mission Statement and core objectives in accordance with relevant service funding. |
| **Essential Criteria** | * Minimum of 5 years of experience in industry in a similar role * Experienced in community engagement * Demonstrated understanding of the application of security, drugs and alcohol and community principles to Night Patrol Support Services; * Experienced in negotiation and communication with current and prospective clients * Proven ability to plan, develop and execute business development strategies implementing creativity and resourcefulness * Sound business acumen * An ability to train and coach other members of the team; * A highly accountable, energetic and driven leadership style while applying high ethical standards, e.g. reliable, dependable and driven to succeed * A strong commitment to excellence and values-based leadership * Excellent verbal and written communication skills * Desktop, tablet and mobile device experience including industry software programs * Current NT driver’s licence or an ability to obtain one; * Current NT Police Clearance Certificate or an ability to obtain one * Working with Children’s Clearance or an ability to obtain one; |
| **Desirable Criteria** | * First Aid Certificate * Experience in Social Services * Demonstrated experience in Data collections and analytics * Demonstrated understanding of Continuous Quality Improvement Strategies |
| **Key Attributes** | * Ability to follow Standard Operating Procedures * Punctuality * Ability to carry out essential daily tasks * Ability to follow instruction * Willingness to learn * Being a Role Model for Integrity & Ethics * Follow Work Health and Safety policies and practices * Ability to work autonomously * Demonstrate initiative and be proactive * Critical thinking and complex problem solving * Motivated for business development * Ability to lead and manage teams * Commitment to efficiency * Excellent customer service etiquette * Attention to detail * High level of WHS understanding and risk management |

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*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position Description – Key Performance Indicators**

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| **Community Patrol Manager** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
| Appropriate staffing levels maintained in each section of the patrol workers – Day Youth & Night Patrols | *Wage costs in line with budget and customer feedback of a high standard* |
| Recruitment, training and performance management of community patrol employees | *Demonstrated by a highly effective team with the right people in the right positions* |
| Liaison with Cultural Team Leader | *As required* |
| Oversee and be accountable for all areas of Community Patrols |  |
| Stock procurement | *Demonstrated, as per JCAC Policy and Procedures* |
| Stock control | *Demonstrated, as per JCAC Policy and Procedures* |
| Equipment Use | *All equipment operated safely as per JCAC Policy and Procedures* |
| Equipment Maintenance | *All equipment maintained, pre starts completed, serviced regularly and records of servicing maintained and submitted on time.* |
| **Administration** | |
| Emails and correspondence | *Present the company and yourself in a friendly and professional manner, promoting business awareness.*  *Processing and managing all correspondence daily, quickly and efficiently.* |
| Documentation processing | *Scan, copy, email, print and bind daily and efficiently with minimal waste of time.* |
| Filing systems | *Implement and maintain Policy and Procedures for filing and filing systems.* |
| Assist in the management of workflow in the business systems. | *Create/review JCAC Policy and Procedure where required.*  *Efficient with the minimum waste of time.*  *Daily updates in system.* |
| Preparation and presentation of reports | *To a high standard and on time.* |
| **General** | |
| Adhere to JCAC Polices & Procedure at all times | *Demonstrated* |
| Induct and train new employees as required | *Demonstrated* |
| Any other reasonable task as directed by my Manager | *Demonstrated* |
| **Teamwork** | |
| I will display integrity and ethics consistent with my role within JCAC | *Strong work ethic is observed including respect for management, peers and direct reports* |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees and clients | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy |
| Promotion of JCAC culture and values | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation |
| **Training** | |
| Attend training as requested | Attend paid and unpaid training |
| Conduct training as required | Demonstrated |
| **Financial** | |
| Maintain operations within the allocated Funding | Maintain compliance with units Budget |
| Provide all financial documents to the Finance Team | On time, as required |
| All financial requirements for the unit are met | Maintain compliance with |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure employees & I operate safely and efficiently at all times | *Relevant forms and reports submitted to Executive Manager Community Services within 48 hrs of request* |
| Adhere to the vehicle use policy | *No breaches of the vehicle use policy are observed* |
| Attend toolbox meetings and regular WHS briefings | *Meetings attended and participated in* |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs | *Forms completed within 12 hours of incident and 24 hours of hazard/ near miss* |
| Complete Safe Work Method Statement (SWMS) and Job Safety Analysis’s (JSA). | *As required and in line with JCAC Policy and Procedures* |
| Implement and maintain the Workplace Health and Safety System | *Implemented and maintained* |
| Conduct/participate in annual internal audit and management reviews on the all Quality Management Systems | *Complete in a timely manner and in line with JCAC policy and procedure.* |

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