

Position Description

Title	Manager, Ballarat East Neighbourhood House
Reports to	Committee of Management
Supervises	Staff, tutors, contractors, volunteers and placement students
Location	Ballarat East Neighbourhood House, Barkly Square, Ballarat East
Employee type	Permanent, part-time: flexible hours by negotiation: 20 hours/week Subject to a 3-month probationary period, review and funding.
Classification level	NHACE 2024 Collective Agreement: Schedule 3B
Annual leave	4 weeks per annum pro-rata
Last updated	March 2026

About us

The Ballarat East Neighbourhood House is a community-managed charity, based at Barkly Square, Ballarat East, a community hub of about 30 other organisations.

We work within a community development framework, creating community connections, promoting mental wellbeing to prevent social isolation of people living and working in the Ballarat East area.

We offer social connection through a range of regular, low-cost activities and groups, volunteering, adult education, training opportunities and more.

The Ballarat East Neighbourhood House was established for the benefit of local residents and the broader community of the Ballarat East area including Bakery Hill, Ballarat East, Canadian, Eureka, Golden Point, Mount Pleasant, Warrenheip and surrounds.

Our purpose

Our purpose is to advance social and public welfare by advancing mental health, preventing social isolation by providing a place to support individuals, where they can enjoy activities, work on projects, and be in the company of others.

Our structure

The Ballarat East Neighbourhood House is managed by an elected volunteer Committee of Management.

We receive an annual grant from the Victorian State Government through the Department of Families, Fairness and Housing (DFFH) under the Neighbourhood House Coordination Program (NHCP). We also receive funding through project grants from the City of Ballarat and other funding agencies.

We are members of the Central Highlands Association of Neighbourhood Houses (CHANH) Network and our peak body, Neighbourhood Houses Victoria.

How do we do this?

- We provide community development programs and activities that strengthen the community by:
 - supporting diversity and promoting community participation and inclusion
 - facilitating community development and capacity building in our neighbourhood.
 - supporting lifelong learning for people to improve their skills and work opportunities.
- Address local priorities and needs through:
 - community consultation
 - collaborative decision making
 - service partnerships
 - empowering communities to respond to issues and prioritise their needs.

Ballarat East Neighbourhood House strongly supports equal opportunity and access to services and requires all staff to be sensitive and inclusive of the diverse needs of individuals.

Children and the Ballarat East Neighbourhood House

The Ballarat East Neighbourhood House is committed to empowering children as vital and active members of our community and our organisation. We involve them in decisions about matters affecting them. We are committed to children's safety and our legal and moral obligations to act in their best interest. All team members are required to adhere to our child safe policies, which are available on our website.

What is your purpose?

Your role is a **permanent part-time** employee position working as the **manager**.

This is a leadership role, which will continue the growth and development of the Ballarat East Neighbourhood House. As the Manager, you are responsible for leading Ballarat East Neighbourhood House staff, tutors, contractors and volunteers, providing day-to-day management to ensure effective and efficient delivery of our purpose. Your role is to enhance the level of community engagement and development and maximise business development and funding opportunities. You will have responsibility for operational decision-making, providing expert advice, overseeing and coordinating major work initiatives. You will have a good understanding of the long-term goals of the organisation.

How do you achieve this? (key responsibilities)

Support the organisation through tasks including:

1. Leadership & community engagement & advocacy
 - Foster a culturally safe, welcoming environment.
 - Build strong relationships with community members, partners, and stakeholders.
 - Engage the community to identify needs and shape programs.
 - Promote Ballarat East Neighbourhood House through events, partnerships and networks.
 - Advocate for and represent the House to all tiers of government.

2. Program development & delivery

- Coordinate and deliver programs aligned with the NHCP and community priorities.
- Ensure programs reflect community needs and enhance community development opportunities.
- Monitor participation and evaluate program effectiveness.
- Support staff, volunteers and tutors.

3. Governance & compliance

- Implement Committee of Management (CoM) strategies, policies, and governance requirements.
- Identify, research and offer strategies and opportunities to the CoM.
- Provide regular operational, financial, and risk reports.
- Work with CoM to review and develop governance policies and procedures.
- Ensure compliance with legislation, policies and funding agreements.
- Maintain accurate records and reporting for funders.
- Act as a liaison between staff and CoM.
- Implement the strategic and annual plans.

4. Financial & resource management

- Manage budgets and expenditure.
- Prepare grant applications and acquittals.
- Oversee procurement, venue management and resource allocation.

5. Staff & volunteer coordination

- Recruit, supervise and support staff and volunteers.
- Lead induction, training, and development.
- Ensure compliance with WWCC, police checks, and safety requirements.

6. Operations, safety & risk

- Oversee daily operations of Ballarat East Neighbourhood House.
- Maintain policies, incident management and risk frameworks.
- Ensure OH&S, Child Safe Standards and emergency procedures.
- Occasional after-hours work as required (time in lieu provided).
- Respond to a wide range of conditions to meet the organisation's goals as required.
- Regularly communicate with and report to the Committee of Management.

Such other duties as directed from time to time as reasonably required in the best interests of the House, even if inconsistent with the nature of the above-mentioned duties.

Key selection criteria

Essential

1. Demonstrated experience in community development and/or business management and/or the neighbourhood house sector.
2. Demonstrated excellent interpersonal and communication skills, both written and verbal. A demonstrated ability to offer a positive and collaborative approach to team building and to engender a positive and respectful service to the public.

3. Ability to represent and promote the Ballarat East Neighbourhood House and community in a professional manner.
4. Demonstrated leadership experience, supervising staff and volunteers.
5. Demonstrated ability to exercise tact and diplomacy, and to handle personal and sensitive information in accordance with privacy and confidentiality obligations.
6. Experience working under limited direction.
7. Strong organisational and administrative skills.
8. Experience managing budgets, grants, reporting and compliance.
9. Ability to work with a committee of management in a governance context.

Desirable

1. Relevant tertiary qualifications in community services, social work, education, business management and/or a related discipline.
2. An understanding of social justice principles.
3. Knowledge of the Neighbourhood House Coordination Program (NHCP) and the neighbourhood house sector.

Personal attributes

1. Community-focused and respectful.
2. Organised, proactive and self-directed.
3. Collaborative, flexible and solution focused.
4. Committed to community empowerment.
5. Ability to work flexible hours.

Mandatory

- National police check (to be completed by the Ballarat East Neighbourhood House prior to offer of employment)
- Working with Children's check (employee)
- Workplace referees
- Pre-existing injury declaration