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| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | SOCIAL AND COMMUNITY SERVICE MANAGER | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The post of social and community service manager entails planning, organising, or coordinating the activities of a social service programme or community outreach organisation. It also consists of overseeing the programme or organisation's budget and policies regarding participant involvement, programme requirements, and benefits. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * A bachelor’s degree or equivalent; * Ability to give full attention to what other people are saying and to use logic and reason to identify the strengths and weaknesses of alternative solutions; * Ability to manage one’s own time and the time of others, and adjust actions *in re*lation to others’ actions. | | | | |
| COMPETENCIES: | | * Integrity — Job requires being honest and ethical. * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job. * Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. * Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done. | | | | |
| TASKS: | | * Direct activities of professional and technical staff members and volunteers; * Establish and mainta*in re*lationships with other agencies and organisations in community to meet community needs and to ensure that services are not duplicated; * Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management; * Evaluate the work of staff and volunteers to ensure that programmes are of appropriate quality and that resources are used effectively; * Participate in the determination of organisational policies regarding such issues as participant eligibility, programme requirements, and programme benefits; * Plan and administer budgets for programs, equipment and support services; * Prepare and mainta*in re*cords and reports, such as budgets, personnel records, or training manuals; * Provide direct service and support to individuals or clients, such as handling a referral for child advocacy issues, conducting a needs evaluation, or resolving complaints; * Recruit, interview, and hire or sign up volunteers and staff; * Research and analyse member or community needs to determine programme directions and goals. | | | | |
| LINES OF COMMUNICATION: | | SPECIFY | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
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| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |