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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.
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| 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.
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| 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.
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| 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: |  |  |  |