



## Mentoring Workshop Manager

### JOB DESCRIPTION

#### Scope of Responsibility

To manage the day-to-day operations of the MAD (Make A Difference) Mentoring Workshop in line with our Strategic Plan.

| Accountable to:   | Working with:          | Accountable to you:       |
|-------------------|------------------------|---------------------------|
| Centre Leadership | Centre Management Team | Any enterprise volunteers |

#### Responsible for:

Overall management and development of the enterprise so it creates another space for young people to be cared for and mentored, recycles old bikes and materials, covers its costs and raises surplus income to invest back into Fusion's youth and community work. To care for existing enterprise team members, and recruit more as demand requires.

#### Key Duties:

| <b>Networking</b>   |            |
|---|------------|
| Connecting with local churches, individuals, businesses to develop a donation network for the enterprise  | Refer/Act  |
| Connecting with local churches and the general community to recruit team members  | Act        |
| <b>Support &amp; Supervision</b>  |            |
| To work with other Office staff to ensure adequate orientation is given to new volunteer team members   | Act/Inform |
| Support and supervision of volunteers to ensure they know their role and perform it to the agreed standard and to the agreed deadlines  | Act        |
| Create a Jobs Board to manage various jobs with estimated completion time, actual completion time, name of primary worker responsible, estimated cost, and actual cost when sold.   |            |
| <b>Customer Service</b>   |            |
| Ensure Fusion keeps a good reputation by making sure that: <ul style="list-style-type: none"> <li>• Any items for sale are to the agreed standard and quality</li> <li>• you respond quickly (within 48 hours) to customer or potential customer enquiries and in a professional manner</li> <li>• customers get what they paid for</li> <li>• items are clean and in good condition</li> <li>• after sale service is prompt and professional</li> <li>• every customer is invited to join our newsletter list</li> <li>• every customer is told what the funds raised will do</li> </ul> | Act        |
| <b>Financial</b>  |            |
| Be responsible for a budget for the enterprise, monitoring it and reviewing it regularly  | Act/Inform |
| Ensuring that all payments are kept track of with clear written records using the agreed system   | Act/Inform |
| Regular reports each month detailing number of sales, amount of each sale, and expenses incurred or anticipated   | Act        |

### Wages and Conditions:

*The position is currently a volunteer position. It is anticipated that this position will start off being 1 day a week, with the potential to expand to up to 5 days a week. However this would be negotiated and is not assumed.*

*Fusion Canberra already has a 3 x 6 metre shed installed at our Kambah youth and community hub which is setup with an air compressor, shelving, a bench and tools. There are also a lot of bikes already having been donated to work on.*

*We also have a fair bit of scrap wood, and metal for fabricating wood or metal products.*

### Experience & Qualifications:

#### Essential:

A commitment to providing high quality customer service

Experience in managing a small team of others (ideally a workshop)

Basic mechanics and handyman knowledge which might include bike repair and maintenance, small engine repair and maintenance (eg. whipper snippers, lawn motors etc), wood work and metal work.

Experience in managing a budget for a small enterprise / business

A commitment to Fusion's Code of Conduct (copy will be provided upon application)

A current Working With Vulnerable People background card, or a willingness to get one

A current National Criminal History Check, or a willingness to get one

#### Helpful, not necessary:

Running or managing of a workshop

Trade certificates in either mechanics, carpentry, cabinet making etc

Experience managing and caring for volunteers of various ages

Some understanding of Fusion's broader work

### Approvals & Revision:

This Duty Statement was originally drafted on: **21 March 2014**

This version was approved on: reviewed:

This version takes effect from:

This Duty Statement is due for review by: **30 June 2014**

Approvals and revisions are to be signed off by Centre Leadership



<http://www.youtube.com/watch?v=y2O9iUoDE8A> for a 4 minute video on our Mentoring Program