



## Candidate Information

Bondi Junction Community Hub Coordinator

May 2021





## The Opportunity

### COMMUNITY HUB COORDINATOR – Part time

- **Are you passionate about making a difference in local communities?**
- **Do you thrive working independently?**
- **Use your strong community development, planning skills and experience working with the community to coordinate the JNC Community hub at Bondi Junction.**

In this role, you will coordinate the JNC Community hub at Bondi Junction, so it is a vibrant and sustainable facility. You will plan and support a range of community programs and individual services, along with providing relevant community information and support.

You will have experience in managing a community centre or similar facility, enjoy working independently and as part of a team. You are culturally competent and happily engage with a diverse range of people and communities. These skills combined with your strong organisational and communication skills will make you perfect for this role!

The JNC is a progressive NGO offering a range of services to communities across the Inner-City and Eastern suburbs of Sydney. We are a values-driven organisation with the well-being of our clients, staff and volunteers at its core. We offer a supportive working environment, above-award salaries and conditions, and access to salary packaging. In addition, our staff enjoy the benefit of on-going professional development and external supervision to enhance their skills and careers.

This is a maximum term contract role until 30 June 2025 with extension dependent on continued funding. The role will require the successful candidate to work Monday to Thursday from 9:30-4pm (24 hours per week). Additional hours for community development projects may be available from time to time.

Sound like you? Please apply in writing with a cover letter outlining your suitability and interest in the role. Please briefly address the selection criteria as outlined in the information pack, as well as including your full resume. **Please send this to [recruitment@jnc.org.au](mailto:recruitment@jnc.org.au)**

**Closing date:** Tuesday 25 May at 9am.

*This is a re-advertised position, previous applicants need not apply.*

**Contact Emma Dunford on 0400 979 329 for an initial chat.**



## About The Junction Neighbourhood Centre

### *Strengthening communities and building connections*

#### **Our Statement of Purpose**

We believe that being socially connected improves people’s wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection.

#### **Our Vision**

To be a leading provider in South Eastern Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality service delivery.

#### **What We Do**

The Junction Neighbourhood Centre (JNC) provides a diverse range of community services and programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not-for-profit organisation operating for over 45 years, the focus of our work is strengthening communities and creating connections. We have community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We have capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated. We also offer specialised services for older people and their carers, for families with children under 13 and learning and development services for agencies in the region.

More details about our programs and services can be found at [www.jnc.org.au](http://www.jnc.org.au)

#### **Our values and practices**

Values	Practices
Accountability & Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take a holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.



Values	Practices
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity

## How we work together – Core Principles for the JNC staff team

Principle	Key behaviors
<b>Professionalism and accountability</b>	<ul style="list-style-type: none"> <li>▪ We deliver quality client services and provide exceptional customer service.</li> <li>▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner.</li> <li>▪ We take responsibility for our own actions and behaviors.</li> <li>▪ We all comply with JNC’s policies and procedures.</li> </ul>
<b>Learning and growth</b>	<ul style="list-style-type: none"> <li>▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities.</li> <li>▪ We take initiative in keeping our professional skills and knowledge up to date.</li> <li>▪ We continually improve through innovation and creativity.</li> <li>▪ We are proactive in our work and learn from our experiences.</li> <li>▪ We each contribute to organisational sustainability.</li> </ul>
<b>Working together as one team</b>	<ul style="list-style-type: none"> <li>▪ We build trust with a focus on integrity.</li> <li>▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome.</li> <li>▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements.</li> <li>▪ We share information, knowledge and skills across the organization.</li> <li>▪ We actively demonstrate our commitment to common team goals.</li> <li>▪ We participate equally and cooperatively in partnerships.</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>▪ We enable a positive, inclusive and fair workplace.</li> <li>▪ We are mindful of, and value, the diversity of our staff, clients and communities.</li> <li>▪ We treat each other and our clients with dignity at all times.</li> </ul>
<b>Cultural inclusiveness</b>	<ul style="list-style-type: none"> <li>▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs.</li> <li>▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued.</li> <li>▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.</li> </ul>



## Position Description

<b>Job title</b>	Community Hub Coordinator
<b>Program</b>	Families and Community Engagement Team
<b>Date</b>	May 2021
<b>Reporting and requirements</b>	<b>Reports to:</b> Community Engagement Manager <b>Direct Reports:</b> Program Volunteers <b>Member of:</b> NET Team
<b>Status</b>	Maximum term contract until June 2025, with option of extension dependent on funding
<b>Hours</b>	Part time, 24 hours per week, Monday to Thursday 9:30am to 4pm
<b>Award and Level</b>	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 4 Attractive above award salary and conditions
<b>Location</b>	Predominantly based at Bondi Junction Maybe required to work at Maroubra

### Purpose of Position

To coordinate the JNC community hub at Bondi Junction so it is a vibrant and sustainable facility, planning and supporting a range of community programs, resourcing other services and groups using the community hub and providing relevant community information and support.

To work independently in the centre, leading a team of volunteers and collaboratively as part of the JNC team providing relevant and meaningful services.

### Responsibilities

In accordance with JNC policies and procedures and program processes and systems:

Planning, budgeting and reporting	<ul style="list-style-type: none"> <li>• Actively participate in development of the JNC's Strategic Plan</li> <li>• Actively participate in service planning for the Bondi Junction Community Hub, including planning for service delivery to ensure it meets meet contracts and contribute to the goals of The JNC</li> <li>• Maintain awareness of new sources of funds and resources to facilitate the growth and development of the Bondi Junction Community Hub and to meet identified community needs.</li> <li>• Provide input to the development of plans for service expansion and improvement and to the preparation of tenders, funding proposals and submissions</li> <li>• Participate in the implementation of risk management planning processes</li> </ul>
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	<ul style="list-style-type: none"> <li>• Provide timely and relevant reports for consideration by managers and the JNC Board</li> </ul>
Coordinate service delivery and development	<ul style="list-style-type: none"> <li>• Coordinate the day to day program service delivery at the hub including overseeing Community Hub operations, facility management and risk management</li> <li>• Administer the hiring of the rooms at the Bondi Junction centre by internal and external users, including maintaining the booking system, management of license agreements and hire agreements,</li> <li>• Participate in community engagement and capacity building strategies, to access and engage children, families and communities who are disadvantaged, vulnerable, or socially isolated in the local communities</li> <li>• Provision of information, referral and other resources to the local community and build and maintain connections with appropriate services</li> <li>• Contribute to the development of procedures and policies for service delivery and participate in implementation of service policies and procedures</li> <li>• Ensure appropriate client records that meet legal requirements, information systems and service delivery processes are in place and maintained in a timely way</li> <li>• Contribute to the development and implementation of feedback mechanisms to collect data for service reporting, measuring social outcomes of the services and as input to quality service improvement</li> <li>• Provide assistance with grant applications including research and collection of data</li> </ul>
Networking, external communications and partnerships	<ul style="list-style-type: none"> <li>• In conjunction with the JNC Marketing and Communications Coordinator contribute to promotion and external communications relating to the Bondi Junction Community Hub to ensure effective and accurate communication messages</li> <li>• Actively participate in local networks and forums</li> <li>• Participate in planning and implementation of strategies to engage with the community and build an understanding of community aspirations</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Actively participate in teamwork in the Families and Community Engagement Team and as part of the wider team across the JNC</li> <li>• Complete Performance Matters planning with Manager Families and Community Engagement</li> <li>• Participate actively in group and individual supervision, debriefing, support and training</li> <li>• Provide support for volunteers and students in the team, including providing supervision for students on placement</li> </ul>
Participate in the development of a positive, collaborative and respectful culture	<ul style="list-style-type: none"> <li>• Actively participate in building a positive work culture</li> <li>• Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders</li> </ul>



<p>Active participation in the organisation</p>	<ul style="list-style-type: none"> <li>• Participate in processes to facilitate cross program and cross centre services within JNC</li> <li>• Implement JNC policies and procedures at organization wide and program specific levels and comply with all organizational policies and procedures and compliance with WHS, Child Protection, EEO and other legal requirements.</li> <li>• Take reasonable care of the health and safety of self and others and co-operate with the Board and Leadership Team in its efforts to comply with WHS requirements.</li> <li>• Actively participate in professional development and training and in JNC wide staff meetings and staff development activities</li> </ul>
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## Performance measures

- Bondi Junction Community Hub usage and sustainability
- Delivery of programs in accordance with agreed plans that meet contracted outputs and outcomes
- Satisfaction rates of attendees in all programs and groups
- Engagement and networking with external stakeholders
- Accurate and timely record keeping and reporting
- Alignment with JNC Values and Core Principles
- Consistent application of JNC policies and procedures

## Selection Criteria

### Essential Criteria

1. Commitment to the values of The JNC
2. Demonstrated ability to work independently as well as part of a team
3. High level administration skills including excellent written communication skills
4. Strong verbal communication and interpersonal skills
5. Highly developed organisational and time management skills
6. Experience in managing a community centre or similar facility
7. Cultural competency to engage with a diverse range of people and communities
8. Knowledge of WHS requirements and risk management planning
9. Current Drivers Licence Class C

### Desirable

1. Relevant tertiary qualifications and/or demonstrated equivalent experience in community services
2. Experience and skills in community capacity building including working with vulnerable people, families and communities
3. Access to a reliable car with full comprehensive insurance
4. Ability to speak a community language

**Applicants must be willing to have a Police Check, have a Working with Children Clearance, and be willing to obtain and maintain a current First Aid Certificate.**



## Working @ the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer.
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply.
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Bondi Junction or Glebe or, subject to meeting WHS requirements, from their own home
- Employment is subject to the satisfactory completion of a Police Check and a Working with Children clearance.
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS.
- Salary packaging is available for all permanent and fixed term contract positions.