

<b>Position</b>	Neighbourhood Centre Coordinator (North West Community Hub)
<b>Status</b>	Permanent Part Time
<b>Hours/Days</b>	28 to 30 hours per week
<b>Location</b>	Bardon, Brisbane
<b>Responsible to</b>	Manager, Community Services
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award, Community Services Worker, Level 6

### Organisational Profile

Communityfy is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. Communityfy's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing & homelessness, drug & alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer emergency relief, social inclusion activities, food security, multicultural support, community gardens and venue hire.

### Service Profile

Communityfy Neighbourhood Centres assists people to manage difficult and stressful life experiences by providing services and advocacy for individuals and families in ways that are sensitive to their needs and empowering them. We focus on strengthening and supporting people according to their individual needs, by developing a network of community support, referral and emergency relief services with an emphasis on prevention and education.

### What we do at our Neighbourhood Centres

At Communityfy's Neighbourhood Centres we focus on four core roles:

1. Meeting people's immediate needs and service navigation
2. Creating and sustaining social connections and inclusion
3. Building capacity through financial and economic inclusion
4. Community engagement and development

### Position Objective

The Coordinator is responsible for leading a team of neighbourhood centre workers, volunteers and students providing high quality, flexible and responsive services to the community. This position also plays a key role in the management of relationships with State and Federal funding providers and other community sector organisations.

Other key objectives are:

- To oversee the operation of centre based and Community services programs and lead the team in a professional manner that meets the requirements of the policies and procedures of Communityfy Qld.
- To ensure and provide creative, flexible, equitable and accessible services which support and strengthen personal, family and community life in the local area by working directly with people accessing the centre to assess presenting need and provide brief interventions including supported referral, information and personal support
- To manage the identification, development and implementation responses to local family and individual support issues using community development principles
- Lead and contribute to the success of the service through managing teamwork and effective performance
- To provide a creative and flexible range of support services including family and individual support, emergency relief and No Interest Loans (NILS)
- Overseeing and often running groups and events held by the North West Community Hub.

## **Selection Criteria**

### **Knowledge & Skills**

- Sound knowledge of other services and the ability to establish networks and work collaboratively with a variety of stakeholders including individuals, families, community agencies, businesses and government departments.
- Strong communication, interpersonal, self-management and organisational skills and the ability to work within a busy, multi-functioning professional team.

### **Attitude Requirements**

- Commitment to working within a social justice framework, utilising community development principles and working with people in a supportive way which empowers them to take control over decisions affecting their lives.
- Recognition and understanding of the ways individual needs are influenced by socio-political and economic factors and the possible effects on the wellbeing of clients.

### **Physical Requirements**

- Ability to undertake all physical requirements involved with the administration of this program including sitting at a desk for extended periods and driving
- Ability to undertake all physical requirements involved with the running of 'The Pantry' including some light lifting, bending, squatting, pushing, pulling, trunk twisting. Kneeling and standing

### **Education & Training**

Relevant bachelor degree qualification and technical knowledge and/or practical work experience in psychology, social work, community services, or related field

### **Work Experience**

- Demonstrated experience in the co-ordination of resources to ensure resources are effectively and efficiently utilised
- At least 4 years' experience in Community Services, community centre or similar setting is essential
- Demonstrated leadership abilities to lead, support, manage, coach and mentor an effective team
- Experience and demonstrated skills in counselling, crisis intervention and working with families and individuals on complex issues
- Demonstrated ability to assess, develop, implement and evaluate flexible and innovative responses to supporting individuals and families in a community context
- Effective supervisory and team management skills including the ability to conduct performance appraisals, identify and initiate staff development and develop plans and responses in line with established budget parameters and provide in depth supervision for staff and volunteers dealing with clients with complex needs

### **Attributes**

- Highly skilled communicator who is able to build rapport and maintain positive working relationships
- Professional presentation, demeanour and appearance
- Demonstrated flexible approach to decision making and problem solving to innovatively coordinate day-to-day operations
- Demonstrated ability to work autonomously and as part of a team to participate and contribute to the success of the team and organisational objectives and vision
- Strong passion and commitment to working within a social justice framework utilising community development principles and working with people in a supportive way which empowers them to take control over decisions affecting their lives

- Recognition and understanding of the ways individual needs are influenced by socio-political and economic factors, and the possible effects on the well-being of clients
- Attention to detail and ability to maintain high standards of data integrity

### **Core Requirements**

- Current National Police Record Check
- Open Qld Drivers Licence

### **Key Challenges**

The work carried out by Community Neighbourhood Centres is at times challenging. All staff in the service endeavour to provide high quality services to clients at all times and especially at times of crisis and distress. This position requires the employee to respond to clients with empathy and with quality responses. Employees are expected to manage and meet competing demands by working collaboratively, behaving ethically and respectfully at all times.

### **Responsibilities**

#### **Team Contribution & Professional Development**

- Ensure a proactive and collaborative approach is taken to human resource management. Submit reports and recommendations to the Management team regarding staffing, training and program requirements
- Assist in the selection, recruitment and ongoing appraisal of staff performance. Responsible for orientating, supervising, monitoring and assisting staff, volunteers and students reporting to the position
- Lead, develop and foster team work and development and a culture that provides a safe, equitable and rewarding workplace
- Organise and prepare reports for Management Committee, funding bodies and other functions as required
- Conduct team meetings, supervision, performance reviews and other program activities
- Oversee and contribute to decision making processes regarding the organisation and program/service development
- Identify and undertake relevant training and professional development
- Work collaboratively with internal and external stakeholders, including working closely with other Community Qld Community Centre Coordinators, providing peer support and cover for each other where appropriate

#### **Professional Coordination**

Maintain a focus on Quality, Continuous Improvement and Innovation

- Exercise a high level of autonomy and flexibility, skills and capacity for decision making in relation to workload priorities and development and implementation of policy.
- Manage the development, implementation and evaluation practice frameworks to ensure the mission and vision of the service is achieved and implement ongoing service user evaluation/feedback mechanisms..
- Produce and maintain accurate statistical records and written information as required by the funding body and Community Qld's policies and procedures and ensure reporting requirements are met in a professional and timely manner
- Monitor budget allocations and ensure the program functions within the financial parameters if existing funding agreements.
- Research and evaluate new opportunities for program development. Prepare and submit funding submissions and grant applications in a timely manner.
- Provide guidance, support and instruction to staff, volunteers and staff.
- Manage and maintain complete and accurate records and ensure privacy and confidentiality requirements at all times.
- Other job-related duties as required

**Work Health & Safety**

- Comply with all applicable legislation, policies and procedures, and guidelines related to governance, human resources, occupational health and safety privacy and ethical standards.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communify Qld Health & Safety policies manual.

**Client Service**

- Provide leadership, supervision and direct client work involving crisis and brief intervention counselling and support to individuals and families in the local community
- Develop, implement and evaluate flexible and innovative responses to supporting individuals and families maximising effective service coordination with other services and agencies
- Ensure equity and respect in the delivery of services and uphold the dignity and rights of each person/family requesting financial assistance and/or services
- Provide a high quality service to clients and continually review and improve the way work is done to maintain this quality
- Provide information and referral to other agencies and organisations and empower people to access and utilise local community supports in a positive way
- Advocate on behalf of clients when required to ensure their rights are protected, on both a micro, meso and macro level
- Exercise initiative and judgement in responding to needs of clients and the community and allocating financial resources
- Develop and implement group work responsive to community need

**Professional and Technical Knowledge Skills**

- Relevant qualifications and technical knowledge and/or practical work experience in social work, psychology, welfare work or another relevant field, including knowledge of relevant legislation, principles and service standards
- Experience and demonstrated skills in counselling, crisis intervention and working with families and individuals on complex issues
- Demonstrated ability to assess, develop, implement and evaluate flexible and innovative responses to supporting individuals and families in a community context
- Effective supervisory and team management skills including the ability to conduct performance appraisals, identify and initiate staff development and develop plans and responses in line with established budget parameters and provide in depth supervision for staff and volunteers dealing with clients with complex needs
- Sound knowledge of other services and the ability to establish networks and work collaboratively with a variety of stakeholders including individuals, families, community agencies and government departments
- Strong communication, interpersonal, self-management and organisational skills and the ability to work within a busy, multi-functioning professional team

**Collaborative Practice**

- Strive to maintain and build positive relationships with all new and existing stakeholders.
- Manage the active networking, referring and responding to other Communify services and programs in a timely manner.

**Diversity and Inclusion**

Communiify pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Communiify is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

**Declaration**

I agree that I have read, and understand the position description details above.

**Name**

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**Signature**

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**Date**

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