



Position Description Programs Coordinator

For 38 years Clota Cottage Neighbourhood House in Box Hill has strengthened community through provision of quality, affordable and inclusive programs and activities, including, skills training, job readiness, lifestyle and social activities. As a Learn Local provider, Clota Cottage delivers Adult, Community and Further Education (ACFE) pre-accredited training, as well as Fee for Service classes and community activities to our increasingly diverse community.

Position:	Programs Coordinator
Award:	NHACE Collective Agreement 2016, Schedule 3B, Level 4
Status:	Part Time
Schedule:	18 - 22 hours a week
Reports to:	Manager, Clota Cottage Neighbourhood House
Location:	Clota Cottage Neighbourhood House, 31 Clota Avenue, Box Hill

Position objective

Develop, implement and monitor a range of programs that support adult learning, participation and socialisation including skills training, lifestyle programs and social activities.

Relationships

This position reports directly to the Manager who is accountable to the Committee of Management. The position has liaison with other staff, tutors, volunteers, participants, other Neighbourhood Houses and Learn Locals, relevant funding bodies, local industry, service providers and community groups.

Key role responsibilities

- Plan, design, develop, coordinate and promote a comprehensive schedule of adult education and community programs and activities including ACFE pre-accredited adult education, Fee for Service activities, community programs and events.
- Ensure funded programs comply with contracted requirements and reporting timelines are adhered to.
- Develop and circulate promotional and marketing content to increase visibility and engagement, including newsletters, printed material, website content, social media in line with the Marketing Plan. Contribute to development and review of the marketing plan.
- Coordinate participant intake, assess and provide advice regarding class/level suitability, organise additional learner support and pathway guidance.
- Maintain strong relationships with relevant stakeholders by engaging with local community groups, service providers and businesses to develop collaborative partnership opportunities that enhance community wellbeing and resilience, including but not limited to those who are disadvantaged, unemployed, socially isolated, and/or with limited English language.
- Coordinate Tutor schedules, providing guidance on delivery, curriculum development and moderation.
- Facilitate program monitoring and review and continually enhance mechanisms for ongoing evaluation to ensure good practice in service delivery.
- Maintain accurate and compliant records of participant data using our Student Management System for enrolments, attendance, certification, scheduling, reporting and the collation of statistics for internal and external reporting.
- Ensure availability, suitability, and currency of required program resources including materials, workbooks, handouts, learner IT equipment and software, learning and teaching aids.



- Work within allocated budget to ensure activities are financially viable and contribute to program funding applications and reporting.
- Other tasks as required by the Manager in line with the position and skills.

General staff responsibilities

- Support a friendly, community focused environment where participants feel welcome. This includes promoting principles of equity and respect between participants, volunteers, staff and the community.
- Assist with general tasks, including reception, answering the phone, responding to queries and ensuring the centre is always well presented.
- Work professionally as an effective, supportive and collaborative team member.
- Proactively plan and schedule workload and manage time utilising productivity tools and shared resources to ensure timely outcomes.
- Work towards Clota Cottage's organisational goals and targets and actively engage in continuous improvement, including review and development of program related policies and procedures.
- Adhere to workplace policies and procedures, including ensuring Workplace OSH requirements are met.
- Engage in professional development as appropriate and required.
- Other duties as directed by the Manager.

To be successful you will likely have:

- A commitment to the values and mission of the organisation
- Qualifications and/or significant experience in Community Development, Community Services, Adult Education, Training and Assessment, or another relevant related field. An understanding of Neighbourhood House and Not-for-Profit sector would be an advantage
- Experience in a similar community focused role with the ability to plan, research, design, implement and evaluate programs in line with compliance and budgetary requirements.
- Experience working collaboratively with other community organisations and government departments to co-design activities and programs in response to identified need.
- Proven experience marketing community programs.
- Demonstrated experience managing program budgets, monitoring funded projects and grant writing.
- Strong operational skills, including IT competency, possibly in Microsoft Office, Teams/Sharepoint, CANVA, Mailchimp and a demonstrated ability to quickly learn.
- Proficiency working with a student record management system. Experience with Social Planet would be an advantage but not essential.
- Excellent time management and organisational skills with the ability to effectively prioritise tasks.
- Excellent oral and written communication skills to work with participants, colleagues, volunteers, service providers, program partners and other stakeholders.

Other Requirements

- Satisfactory completion of a National Police Check
- Working with Children Check

Application Process

- Email applications to: manager@clotacottage.org.au
- For further information please call Simone Schweigert on 9899 0062
- Applications must include a resume and cover letter supporting your application for this role