

Position Description

Position Title	Centre Coordinator
Department	Business Services Department
Mode of Employment/FTE	Full-time 1.0 FTE
Award/Agreement/ Classification	Neighbourhood Houses and Adult Community Education Centres (NHACE) Collective Agreement 2024 Schedule 3B (SCHADS) Level 7.1
Reports To	Manager People, Finance and Operations
Location	Meadow Heights

Banksia Gardens Community Services

Banksia Gardens Community Services (BGCS) is a vibrant community services organisation and registered charity operating in the northern suburbs of Melbourne. With a strong commitment to community development and action research principles, our programs focus mainly on education and training, young people, early childhood, environmental sustainability, diversity equity and inclusion, and community participation and advocacy.

Mission

Banksia Gardens Community Services will be a leader in education, training and community engagement programs in Hume City and the northern suburbs. Our services will provide opportunities, particularly for those experiencing disadvantage and poverty, that lead to further education and employment pathways, enhance well-being and transform lives. Banksia Gardens Community Services will also focus on social justice advocacy and give voice to those in our community who suffer injustice.

Principles

1. **Respect** – We genuinely acknowledge, respect and celebrate our diverse values, beliefs, efforts, ideas, abilities and backgrounds.
2. **Integrity** – We maintain high standards of integrity, ethics, honesty and conscientiousness by taking responsibility for our actions and behaviours.
3. **Radical Inclusion** – We create and advocate for systems that promote equity, resilience, agency and voice so our community is empowered to be its best.
4. **Gender Equity** – We apply rigorous intersectional lens across the breadth of our work to ensure leadership towards a safe and respectful community for people of all genders and identities.
5. **Sustainability and Circular Economy** – We apply a circular economy and green lens across the entire organisation to ensure we become leaders that contribute to a sustainable future for our community.
6. **Social Justice** – We embed human rights principles in our work and boldly communicate our stance on global and local issues that impact our community.
7. **Community Development** – We believe in a holistic community development approach grounded in principles of empowerment, social justice, radical inclusion, self-determination and collective action.

Position Scope and Summary

Reporting to the Manager People, Finance and Operations, the Centre Coordinator will lead the establishment of the Centre as an inclusive learning and community hub of Banksia Gardens Community Services.

In May 2026, BGCS as lead agency in partnership with Spectrum Migrant Resource Centre and the Broadmeadows Toy Library, assumed operational management of the Visy Cares Learning Centre, located at 3-13 Hudson Circuit Meadow Heights. The facility is owned by Hume City Council and includes co-located Council services – Maternal and Child Health and the Public and Child Immunisation Program.

The position is responsible for the effective operational and financial coordination of the Centre, including recruitment and leadership of volunteers.

The role is also responsible for managing strategic partnerships, particularly with Spectrum Migrant Resource Centre, the Broadmeadows Toy Library and Maternal and Child Health, and for designing and coordinating community development activities and programs that respond to local needs and increase social inclusion. The operations of the Centre must align with Neighbourhood House guidelines, BGCS principles and strategic plan, and lease agreement with Hume City Council.

Key Accountabilities

1. **Establishment and growth of the Centre:** Lead the establishment of the Centre as an active and welcoming site of Banksia Gardens Community Services, including the development of operational systems and processes to ensure effective site coordination over the life of the lease.
2. **Community engagement and needs-based program development:** Actively engage with the local community to identify learning, social inclusion and community development needs, to deliver community-driven programs and activities that align with Neighbourhood House guidelines and BGCS principles.
3. **Partnership development and collaboration:** Build, maintain and strengthen strategic partnerships with key stakeholders, including Spectrum Migrant Resource Centre, Broadmeadows Toy Library, co-located Maternal Child Health services, local service providers, community groups, networks and funders to deliver coordinated, place-based outcomes and shared priorities.
4. **Program transition and integration:** Coordinate a staged transition and integration of identified BGCS and partner programs and services into the Centre, and progressively expand the Centre's role as a learning and community hub.
5. **Operational and financial leadership:** Provide operational coordination of the Centre, including day-to-day facility operations, programs and volunteer coordination, risk and compliance, operational budget management, funding applications and acquittals, and reporting requirements to ensure sustainability and accountability.
6. **Volunteer and community participation development:** Develop, support and grow a diverse volunteer base and create opportunities for community leadership and participation that strengthens community engagement with the Centre and supports the long-term viability.

Key Responsibility Areas

1. **Establishment and growth of the Learning Centre:**
 - Develop a multi-year work plan with a phased approach to growth, in collaboration with Manager People, Finance and Operations, Manager Community Development and Youth and key stakeholders.
 - In collaboration with CEO and EMT members, lead the development of governance and reporting arrangements with partner organisations.

- In collaboration with Business Services, implement BGCS policies, processes and systems at the Centre, and develop new operational processes and systems where required.
 - Coordinate engagement of external services including contract cleaning company, utilities, phone and internet services.
 - Develop and coordinate a Centre launch plan, including communications and marketing strategy, scheduling of programs and services, use of spaces, local community engagement, and risk management.
 - In collaboration with BGCS staff and partners, launch the opening of the Centre in a two-stage approach: soft launch, and grand opening event.
2. **Community engagement and needs-based program development:**
- Engage with local residents, community members, user groups and partner organisations to identify emerging needs, priorities and opportunities.
 - Develop, coordinate and/or deliver a diverse range of learning and community development programs and activities that respond to identified community needs and interests.
 - Plan and facilitate regular community consultation and engagement activities to ensure programs remain relevant, accessible and responsive to the community.
 - Ensure Neighbourhood House programs are planned and delivered in accordance with quality standards, funding guidelines, risk management and budget requirements.
3. **Partnership development and collaboration:**
- Develop and maintain strong collaborative relationships with the Centre partners, Spectrum Migrant Resource Centre and the Broadmeadows Toy Library.
 - Develop and maintain strong working relationships with key community stakeholders, including Hume City Council, DFFH, co-located Maternal and Child Health services, local schools and community groups.
 - Maintain effective communication between BGCS and partner leadership, staff, volunteers, and Centre users.
 - Attend North West Neighbourhood House Network meetings, Hume City Council neighbourhood house meetings, occasional meetings and professional development provided by NH Victoria.
 - Responsible for completing monthly and annual Neighbourhood House reporting (Department of Families, Fairness and Housing (DFFH) and Hume City Council).
4. **Program transition and integration:**
- Coordinate the transition and re-location of identified priority BGCS and partner programs and services, with an initial priority of establishing BGCS adult education and training programs and Spectrum's aged care day services.
 - Collaboratively explore further transition of current BGCS and partner programs and services, that align with identified community needs and interests.
 - Participate in Community Development team meetings, and collaborate with BGCS community development and neighbourhood house staff.
5. **Operational and financial leadership:**
- Provide overall coordination of the day-to-day operations of the Centre, ensuring the facility operates in a safe, welcoming, compliant and well-managed manner.
 - Coordinate reception and front-of-house duties, including being the primary point of contact for visitors, community members, partners and stakeholders, and maintaining a clear understanding of who is on the premises.
 - Coordinate opening, closing and securing of the premises, complying with safety, security and access protocols in accordance with lease agreement.
 - Coordinate facilities management requirements, including maintenance reporting, liaison with Hume City Council, and engagement and oversight of external contractors.

- Plan, schedule and coordinate the use of the Centre, including timetabling of programs, partner services, community activities and co-located Council services.
- Coordinate the set-up and pack-down of furniture and equipment, including chairs, tables and screens, to support Council-delivered immunisation sessions, with support from BGCS casual staff where required.
- Coordinate volunteers supporting the Centre, including induction, rostering, support and supervision, in line with BGCS policies and procedures.
- Ensure operational compliance with organisational policies, Neighbourhood House funding guidelines, risk management requirements and relevant legislation, including acting as site Chief Fire Warden and coordinating emergency evacuations (training provided).
- Manage the Centre's operational budget in collaboration with the Manager People, Finance and Operations, including monitoring expenditure and contributing to budget planning.
- Apply for identified grant funding, and meet acquittals, reporting and compliance requirements.
- Prepare and provide progress and operational reports to the Executive Management Team and contribute to reports and presentations to the Board of Governance as required.

6. Volunteer and community participation development:

- Develop and implement a coordinated approach to volunteer engagement at the Centre, including identifying volunteer position needs, recruitment, induction, support and supervision, in line with BGCS policies and procedures, in collaboration with the Volunteer Coordinator.
- Build and maintain pathways for volunteers and community members to meaningfully participate in the planning, delivery and growth of the Centre's programs and activities, supporting long-term sustainability and community connection.

Department and Organisational Context

BGCS has five operational departments. The Department of Business Services team supports the operations of the whole organisation through all corporate services functions and the direct support of staff and program delivery.

Department of Business Services is responsible for the following areas: financial services; human resources and staff wellbeing; governance; grants management; diversity, equity and inclusion; communications and marketing; Neighbourhood House and Learning Centre framework and programs; workplace health and safety; events management; and facilities and operations.

The Centre Coordinator works collaboratively with the following internal roles:

- Manager People, Finance and Operations
- Manager Education and Training
- Manager Community Development and Youth
- Kenley Court Neighbourhood House Coordinator
- Volunteer Coordinator
- Finance and Payroll Coordinator
- Diversity, Equity and Inclusion Coordinator
- Communications and Creative Engagement Coordinator
- Human Resources Coordinator
- People and Operations Officer
- Administration Assistants (casuals)
- Adult Education Tutors

The Centre Coordinator is a member of the following internal groups:

- Leadership Group (LG)

Training and Professional Development

- The Centre Coordinator is required to attend relevant training in: BGCS core training modules, BGCS critical incident response, BGCS Gender on the Agenda, Level 2 first aid and CPR, Chief Fire Warden, trauma informed practice, conflict resolution, and other internal training as required.

Accountability and Extent of Authority

- This position operates under the general guidance and supervision of the Manager People, Finance and Operations and in accordance with BGCS policies and Delegations of Authority.
- The Centre Coordinator will be required to make wide-ranging decisions about operational matters and expenditure within the allocated project budget at the Centre.
- For complex matters, guidance and advice will be available within the necessary time frame.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications in community development, education, social sciences, or a related field, or extensive demonstrated experience delivering comparable outcomes in a community or not-for-profit setting.

Skills

- Demonstrated experience in community development, client support service delivery, and program coordination, with the ability to design, implement and evaluate responsive and inclusive programs.
- Highly developed stakeholder engagement skills, with a proven ability to build and maintain productive relationships with community members, partner organisations, funding bodies and government stakeholders.
- Strong leadership, communication and interpersonal skills, including the capacity to motivate, support and collaborate with staff and volunteers in diverse team environments.
- Proven high-level written communication skills, including the preparation of compelling grant applications, funding submissions, reports, acquittals and strategic documents.
- Sound understanding of business management and compliance requirements within the community or not-for-profit sector, with demonstrated experience managing budgets, financial reporting and accountability obligations.
- Experience effectively supervising and supporting staff and volunteers, fostering a respectful, inclusive and high-performing workplace culture.
- High proficiency in Microsoft Office and Google Workspace, with the ability to use digital tools to manage information, reporting and collaboration effectively.
- Proven capacity to work respectfully, non-judgementally and collaboratively with people from diverse cultural, linguistic and social backgrounds, demonstrating a strong commitment to inclusion and equity.

Desirable

- Bilingual or multilingual skills, particularly in languages relevant to the local community.

Principles

- Personal values and principles that align strongly with BGCS Principles of Respect, Integrity, Radical Inclusion, Gender Equity, Sustainability and Circular Economy, Social Justice and Community Development.

Compliance and Access

- Current Working with Children Check (mandatory).
- Current Police Check or willingness to undertake check (mandatory).

- Current, valid Australian driver's licence and access to a reliable, registered, and insured private vehicle for work purposes (required).

Organisational Responsibility

Workplace Health and Safety and Risk Management

All staff have a responsibility to workplace health and safety at BGCS. Staff are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve WH&S.

General

- It is the responsibility of all staff to work within BGCS's Code of Conduct and represent BGCS as a professional and client-focused organisation and to promote its range of programs and services.
- Comply with and contribute to BGCS's policies, procedures and work instructions.
- Carry out all other reasonable duties as directed, consistent with BGCS's strategic direction.
- Attend staff meetings, relevant internal meetings, program planning and professional development sessions.
- Engage in ongoing professional development and quality improvement activities.
- Participate and actively engage in monthly supervision.
- Be conversant with computer systems and other technology relevant to the position.

Additional information

- Banksia Gardens Community Services (BGCS) is an Equal Opportunity Employer.
- BGCS is an organisation that values diversity, equity and inclusion. All staff are required to have and/or develop an understanding of inclusive practice principles as they relate to the following vulnerable community groups: Aboriginal and Torres Strait Islander peoples, LGBTIQASB+, people with disability, culturally and linguistically diverse, and people experiencing poverty.
- The successful incumbent will be required to undertake and maintain a National Criminal History Check (NCHC) and hold a current valid Working with Children Check (WWCC).
- BGCS is committed to promoting and protecting the interests and safety of children. BGCS has **zero** tolerance of child abuse. All staff working at BGCS are responsible for the care and protection of children, reporting information about child abuse, and adhering to Child Safety Standards.
- BGCS is committed to the promotion of gender equity and the prevention of gender-based violence.
- BGCS reserves the right to vary the location of the position according to its needs and the needs of its clients and any future changes to BGCS's area of operation.
- Salary sacrifice arrangements are available to all staff subject to BGCS's ongoing Fringe Benefits Tax exempt status as a registered charity.

Acknowledgement

I acknowledge that I have read, understood and agree to the accountabilities and responsibilities outlined in the Centre Coordinator Position Description. I understand that this Position Description should be read in conjunction with my Employment Agreement, relevant organisational policies and procedures, and I agree to comply with the terms and conditions within.

I confirm that I hold and will maintain the qualifications, skills, experience, licences and clearances required to perform the role, and that I will participate in required training and professional development to ensure I remain competent and compliant.

I understand that this Position Description may be reviewed and updated from time to time to reflect organisational priorities, operational requirements or changes to the role, following appropriate consultation.

Name: <i>(Please Print)</i>
Signature: <i>(Incumbent)</i>
Date: