



**POSITION DESCRIPTION**

<b>ROLE TITLE</b>	Community Engagement & Programs Administration Support
<b>REPORT TO</b>	Manager
<b>HOURS</b>	12 hours per week Monday, Tuesday and Thursday 9.00am-1pm
<b>LOCATION</b>	143 Inglis Street, Ballan
<b>Band Level</b>	SCHADS (SACS) 3.1 \$38.65 per hour
	Part-time, ongoing role following a six-month probation period.

**ABOUT THE BALLARAT EAST NEIGHBOURHOOD HOUSE**

Ballarat East Neighbourhood House Incorporated is a public institution which has the charitable purpose of advancing social and public welfare by;

1. Advancing mental health and preventing social isolation;
2. Providing a physical location where it supports individuals to undertake activities, or work on projects, in the company of others.

***How do we do this?***

The Ballarat East Neighbourhood House Incorporated (BENH) is a community-managed, not-for-profit charity. We work within a community development framework, encouraging change and growth to improve the social, environmental and cultural infrastructures within the local community and for individuals.

In everything we do, we look to create community connections, advance mental health outcomes and prevent social isolation of people living and working in the broader Ballarat East area. We provide:

- Opportunities for social connection through a range of regular, low-cost activities and groups;

- Various volunteering roles which offer personal and skill development in addition to opportunities to be in the company of others;
- Leadership opportunities to engage with community development projects;
- Adult education and training opportunities.

Ballarat East Neighbourhood House strongly supports Equal Opportunity and Access to Services and requires all staff working from our site to be sensitive and inclusive of individual needs including but not limited to cultural, religious and gender orientation.

The Ballarat East Neighbourhood House, located within the Barkly Square Hub offers inclusive, affordable programs that foster connection, learning and well-being, strengthen mental health and reduce social isolation.

At the heart of our work our focus is on building resilient and connected neighbourhoods with programs and activities designed to strengthen our community and to create opportunities for individuals to have a better future for themselves, their families and the environment.

## **ROLE DESCRIPTION & PURPOSE**

The Ballarat East Neighbourhood House Community Engagement & Programs Administration Support position plays a key role in providing a responsive first point of contact for the House by creating a welcoming, inclusive and accessible environment for all community members, volunteers, tutors and staff.

The key function of the position involves community engagement working together with House participants, tutors and volunteers to ensure their experience at the BENH is positive and responsive to their individual needs.

The role contributes to the smooth running of Ballarat East Neighbourhood House operations, in line with the BENH Policies, Mission and Values.

The position involves engaging with the BENH Community members and overseeing the administration of Ballarat East term program activities; booking community members into programs, sending reminders and enrolment information to participants, communicating with tutors and participants, administering the Barkly Square room hire, term class booking system, tracking attendances, data entry, receiving and receipting cash payments, banking, promoting the House activities on social media, updating the web page, gathering feedback, communicating any changes or updates with participants and the BENH team.

### **Daily & Weekly House Operations include:**

- Answer Reception phones, respond to emails.
- Assist participants and community members either in-person, via telephone or email.

- Oversee the House Programs operating system Clevero; setting up term classes and activities, registering new participants, booking community members into programs, classes, special activities.
- Prepare House program class attendance lists for each class and leave in classroom for teachers to mark attendance. Collect attendance records following each class and update in Clevero.
- Ensure all House classes, programs and participant information is correct and recorded in Clevero.
- Communicating program information, reminders and updates to participants on behalf of the House and tutors/ facilitators.
- Accounts receivable; receive cash payments and document takings on ledger. Update participant payments in Clevero and prepare for banking.
- Create/ update program term timetables and posters using Canva.
- Update the BENH Webpage as needed.
- Ensure the House classroom room is clean and set up for classes/ activities or hirers.
- Support House Finance Manager with any accounts receivable and payable enquiries.
- Keep track of stationary, first aid and program supplies and pass on details to manager for purchase.
- Take record of and pass on any program suggestions or venue booking enquiries to the Manager.
- Participate in House team meetings and 1.1 catch ups to ensure operational Term planning deadlines are met.
- Distribute and collect feedback forms and pass on any program ideas or suggestions for improvement to the manager.
- Support the manager to develop House related newsletter articles for inclusion in the Newsletter.
- Update and hang BENH Class Program Flyers on the House Noticeboard for each Term and drop off flyers in Ballarat East locations prior to each term commencing.
- In collaboration with the BENH Manager, respond to enquiries from community members who wish to hold workshops, classes or events at the House.
- Manage all information in accordance with Privacy Legislation;
- Participate in ongoing training, coaching and feedback;
- Identify opportunities for continuous improvement and feedback program ideas to the manager. Add to the agenda of team meetings and 1.1 catch ups with manager.
- Maintain the House Key and Cash Takings Register.
- Maintain the House Petty Cash.
- Maintain the House “Chatty Tuesdays & Wednesdays” to ensure daily stock of tea, coffee, milk.
- Other duties as required from time to time, delegated by the Manager.
- Contributing stories and articles for Newsletter and Social Media.

## KEY SELECTION CRITERIA

1. A genuine commitment to working in the community sector and, in particular, a Neighbourhood House.
2. Excellent interpersonal and communication skills, both written and verbal.
3. Ability to use tact and diplomacy, and capacity to maintain confidentiality and privacy.
4. Ability to take initiative, work autonomously and as a member of the team;
5. Proven customer service, administrative and organisational skills, including ability to balance priorities and meet deadlines.
6. Attention to detail and proven skills in record-keeping and/or data management.
7. Excellent computer skills, including highly developed word processing skills and ability to use the Microsoft Office programs preferably MS Word, Excel and Outlook.
8. Familiarity with Clevero or Social Planet for daily program and activity participation, data entry and updates.
9. Familiarity with social media, updating webpages, using Canva and other desk top publishing programs to promote programs and program updates.

## APPLICATION PROCESS

### **Applications should include:**

A cover letter addressing the selection criteria and/ or outlining how your experience and capability will enhance the House and its programs.

A current CV

Please email applications:

Attention: Manager- Ballarat east Neighbourhood House [manager@ballarateastnh.org.au](mailto:manager@ballarateastnh.org.au)

For enquiries or to make an appointment with the Manager for a confidential discussion, please email [manager@ballarateastnh.org.au](mailto:manager@ballarateastnh.org.au)