



CALOUNDRA COMMUNITY CENTRE INC

Application Kit for Beerwah Neighbourhood Centre 'Reception and Centre Host' worker

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CALOUNDRA COMMUNITY CENTRE INC

58A Queen Street, Caloundra

Phone: 07 54 91 4000 Fax: 07 54926538 email: admin@calcomm.org.au



About Caloundra Community Centre Inc.

Our mission: To walk alongside people and communities towards social and structural change.

Caloundra Community Centre Inc. (formerly known as The Caloundra and District Welfare Council) began in 1978 when a small group of interested people met to discuss their concerns about the lack of community services and supports in Caloundra. Today Caloundra Community Centre Inc. is an incorporated community-based and governed organisation, operating out of the community centres at 58a Queen St, Caloundra; 20 Edwards Terrace, Baringa; and since January 2026 17 Turner Street, Beerwah.

Caloundra Community Centre Inc has a commitment to inclusiveness and seeks to respond to and address the needs and aspirations of the most socially, culturally and economically disadvantaged and discriminated groups in the community. Through a participatory community development approach, we offer a range of community support services and programs from our three Centres, and a range of community development opportunities in the Caloundra region and the southern part of the Sunshine Coast Hinterland / Glasshouse country communities.

As a community organisation, Caloundra Community Centre promotes collaborative working relationships with local and regional organisations and networks to maximize the most effective use of resources in meeting local community need.

Caloundra Community Centre is governed by a management committee of 7 volunteer delegates elected by the membership of the organisation.

Current Programs, services and activities offered by Caloundra Community Centre Inc include:

- Community information, Support and Referrals
- Family Support programs
- A variety of family focussed groups and activities such as supported playgroups, parenting education and peer support
- Community Development programs that operate in the Caloundra and Glasshouse Country areas of the Sunshine Coast
- A multicultural employment program that engages with migrants from the greater Caloundra area
- The Pets for Life Program

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- A hub for visiting outreach services
- Financial Resilience including Emergency Relief,
- Affordable venues for hire by Community groups (Caloundra and Baringa)

How work is done at Caloundra Community Centre

All our services, activities and programs are delivered within a community development framework that aims to:

- Create relationships for personal/family support and community connectedness
- Create community connections and belonging through facilitation and participation
- Connect people with social and economic participation and opportunities to improve their resilience and prospects
- Support people to feel a sense of control in decisions that affect their lives
- Increase participation around people's concerns and interests

Hosting for real participation and community building

Hosting people requires giving time and creating inviting spaces that make people feel valued. Holding space is about valuing people's stories, allowing time for connections to be made. Approaching service delivery and community participation from this perspective creates new connections, support, opportunities and even new personal beliefs about self and others. It creates community.

We welcome all people – people come first!

- We are good hosts – we invite and listen; we don't turn people away
- We sit with people – connect naturally, believe in their strengths and offer support
- People are treated as valued community members – when it's about relationships, you don't listen for problems; people are not just clients



- We provide spaces and opportunities for social participation – this is particularly important for those who do not feel welcome elsewhere.
- We are community builders – not just service providers: we facilitate belonging

Community based and participant driven

- Family /client / citizen driven
- We integrate our services, programs and activities to respond to immediate problems and facilitate opportunities to improve people’s prospects
- We secure resources (government, philanthropic and community) to respond to community needs and aspirations – we don't chase funding for funding's sake
- Culture of leadership
- We are all leaders here: we share language and culture across the organisation
- We are responsive: flexible, non-hierarchical, acting in a timely way



Beerwah Neighbourhood Centre ‘Reception and Centre Host’ Position Description

Position Title: Centre Host – Beerwah Neighborhood Centre

Location: Based at Beerwah Neighbourhood Centre

Salary: Social, Community, Homecare & Disability Services Award Level 3.1 (Salary Sacrifice available)

Conditions & Hours: Permanent part-time work 25 hours per week.

Reports to: This position reports to Beerwah Community Development Worker

Purpose of the Position:

The position works under the general direction of the Beerwah Community Development worker to host the day-to-day operations of the Centre. In conjunction with volunteers, provide Centre visitors with a friendly, welcoming connection to the programs, services, activities, volunteers and other staff.

- Connect community members with the relevant information about services and support (including Centre workers and/ or external organisations) based on their self-identified need
- Support and resource the social and community groups that meet at the Centre

Key Duties and Responsibilities:

Hosting

- Host the Centre reception space to be safe and welcoming experience to people contacting and visiting the Centre
- Connect community members with the relevant information about services and support (including Centre workers and/ or external organisations) based on their self-identified need
- To provide one-off support and information to community members (that do not require clinical nor complex intervention).
- Provide people with a warm connection to Centre staff and visiting services.
- Orientate and welcome individuals, groups and visiting services with hospitality and generosity
- Ensure the Centre is kept tidy, safe and functional.

Engagement

- Build rapport and trust with people accessing the Centre

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- Respond to people's identified issues and interests by connecting them with the relevant worker, or following the agreed processes for accessing support
- Engage compassionately and appropriately to people experiencing complex needs and in crisis
- Maintaining existing relationships with stakeholders including Centre groups and external hirers
- Supervise and support Centre volunteers

Administration

- Responding to phone calls and emails to the Centre
- Prompt computer input of data that reflects daily interactions with the Centre
- Supporting room booking enquiries for the Centre
- Update and maintain key internal and external information and resources, including social media and website that assist people to access the supports they need.

Contribution to the Organisation

- Participate in staff meetings, team building, and staff functions as required
- Assist with planning and delivery of Centre events
- Be available to support other staff members to undertake their roles as directed by the Manager
- Contribute to maintaining data collection systems for internal and external reporting
- Provide ancillary administrative tasks that support the smooth running of the Centre and organisation

Knowledge and Skills Required

- Three-year degree with relevant experience, or
 - Associate diploma with two years relevant experience, or
 - Lesser formal qualifications with substantial years of relevant experience or attained through previous appointments, service and/or study, with an equivalent level of expertise
- A sound understanding and commitment to the principles of social justice
- Excellent skills in building rapport and trust with people
- Excellent interpersonal and oral communication skills, including a warm telephone manner
- Excellent written skills to transfer information both internally and externally
- Ability to engage appropriately with a diversity of people in diverse situations i.e. from responding to general enquiries to people in crisis and/ or with challenging behaviours.



- Demonstrated knowledge of and ability to use computer software packages, internet, email and networked systems
- Ability to manage your time and responsibilities effectively, and use initiative to support the purpose of the role
- Ability to collaborate and be a team player

Personal Attributes Required

- A warm welcoming person who engages with people easily
- A person with a calm disposition who can manage complex situations
- Non-judgemental and respectful of diversity
- An open-minded person who is committed to lifelong learning
- A caring person who responds to people with compassion and respect
- Emotional resilience and able to maintain healthy boundaries



Key Selection Criteria

- **Qualifications and Experience**
Demonstrated tertiary qualification in Social Sciences, Community Services, Social Work or a related discipline, along with relevant experience working within the community sector.
- **Community Development Knowledge**
Proven understanding of the principles and practices of community development, supported by practical experience and a strong commitment to community engagement.
- **Sector Knowledge**
Sound understanding of the role and function of community and neighbourhood centres and the services they provide to local communities.
- **Communication and Relationship Building**
Well-developed communication skills with the ability to build rapport and engage effectively with vulnerable and diverse individuals.
- **Teamwork and Flexibility**
Ability to work collaboratively as part of a team, including with community development workers and volunteers, as well as across the broader organisation. Demonstrated flexibility to respond to changing organisational needs.
- **Communication and Facilitation Skills**
Highly developed written, interpersonal and verbal communication skills, including proficiency in the use of technology and experience in facilitating groups and community activities.



Application Information

Please answer ALL questions as set in the Key Selection Criteria.

Applications that do not address each of the selection criteria will not be considered.

Please include a cover letter expressing your interest in the position and an up-dated resume.

Please include a minimum of two (2) professional referees.

Application Closing Date: - Monday 29th of June 2026 at 8am

Email applications to: applications@calcomm.org.au

*If sending application by email clearly mark in the email “subject box” – Beerwah NC Centre Host Job Application.

Applications can be posted or hand delivered to Caloundra Community Centre, 58A Queen Street, Caloundra, 4551, or Beerwah Neighbourhood Centre 17 Turner Street, Beerwah.

*If delivering by hand, please present application at Reception clearly addressed To the ‘MANAGER’.

Position Commencement – as soon as possible; or to be negotiated