

Dear Applicant

Enclosed are the following documents:

- Position Description – Network Coordinator
- Community House Network Southern Information

Please review both documents before submitting your application.

Applications close on Wednesday 15 July 2026. Shortlisted applicants will be contacted during the week commencing 20 July, with interviews scheduled for the week commencing 27 July.

Following interviews, referees for the preferred candidate will be contacted. Subject to successful referee checks, police, and other required checks outlined in the Position Description, the preferred candidate will be offered the role.

Applicants must submit:

- a cover letter
- a resume
- a statement addressing each of the Key Selection Criteria.

Interviews will be conducted by a panel comprising two CHNS Board members and the Network Manager. Questions will be behavioural and competency based, using the STAR method: Situation, Task, Action and Result. Responses will be scored by the panel.

Please contact Lydia Wheeler, CHNS Network Manager for any questions relating to this role.

T: 0493 293 344

E: manager@chn.net.au

POSITION DESCRIPTION: Network Coordinator

Context

The Community House Network of Southern Region Inc. (CHNS) is an autonomous, incorporated body funded by the Department of Families, Fairness and Housing (DFFH) through the Neighbourhood House Coordination Program (NHCP)

The Network is governed by a Committee of Governance, which consists of representatives from financial members who act in a voluntary capacity. The Network employs two part-time staff, a Network Manager and a Network Coordinator - to operationalise the CHNS Strategic Plan.

The Network supports its 72 Neighbourhood House members through:

- Governance and Management Support
- Advice on Neighbourhood House Programs
- Individual Support, Resourcing, Training and Training Development
- Capacity building between Neighbourhood Houses and other Community organisations at the local and regional level
- Advocacy on behalf of Neighbourhood Houses
- Early identification, and support to Neighbourhood Houses facing challenges

Neighbourhood House Networks provide support to neighbourhood houses funded through the NHCP and work to the NHCP Guidelines 2026. They play an important role in coordinating and supporting the neighbourhood house sector at a regional level and collaborating with NHVic, local and state governments to progress sector priorities and support sector development. CHNS is the largest of one of 16 Networks.

CHNS operates within two DFFH areas; the Southern Melbourne Area (SMA) including Greater Dandenong, Casey and Cardinia local government areas and the Bayside Peninsula Area (BPA) including Bayside, Frankston, Glen Eira, Kingston, Mornington Peninsula, Port Phillip and Stonnington.

Our Values: the CHNS adopts the values of the Department of Families, Fairness and Housing

Responsiveness Integrity Impartiality	Accountability Respect Leadership
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CHNS principles

Community ownership Community participation Empowerment Access and Equity Lifelong learning	Networking Advocacy Self help Social Action
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CHNS is a diverse, inclusive and flexible workplace

CHNS welcomes applicants from a diverse range of backgrounds, and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants.

Aboriginal Cultural Safety

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. CHNS is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist.

Balancing your Life / Hybrid Working

We understand that a balanced life is important to our employees and we offer a range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, or accessing paid or unpaid leave in line with our flexible working policy.



Position Purpose

The Network Coordinator reports directly to the Network Manager (NM) and plays a key role in supporting the operational functions of the CHNS Strategic Plan.

Under the direction of the Network Manager the role will:

- Undertake administrative duties to support the Manager and the operational functions of the network
- Respond to resource requests from member neighbourhood houses
- Support capacity building and information sharing within the Network
- The Network Coordinator will also be responsible for preparing reports, maintaining communication channels and supporting local networking activities

Position Title	Network Coordinator Reporting to Network Manager
Award	Collective Agreement - Neighbourhood Houses & Adult Community Education Centres Collective Agreement 2024 (NHACE) Neighbourhood House Employees
Award Grade	SCHADS Level 6.1
Employment Mode	Permanent Part-Time: 25 hours per week
Reports to	CHNS Network Manager
Location	The position may entail work arrangements which will involve sharing office space with the Network Manager and remote work options. These arrangements will undergo periodic reviews to ensure optimal outcomes. The position requires travel across the CHNS region.
Qualifications and Experience	Tertiary qualifications or equivalent relevant experience in Community Development, or other relevant Social Sciences /Human Services are essential. Experience in the Neighbourhood House sector is essential. Experience in the not-for-profit sector with a volunteer governance structure is highly desirable.
Requirements	Employment subject to an acceptable Police Check Employment subject to an acceptable Working with Children's Check Victorian Drivers Licence Employee must have access to a reliable vehicle (Travel allowance for work related mileage in own car is in accordance with the NHACE Collective Agreement, 2016) Proof of residency if not an Australian citizen
Probationary period	6 months
Contact	Lydia Wheeler, Network Manager E manager@chn.net.au T 0493 293 344



Community House Network Southern

KEY RESPONSIBILITIES

Operational Support & Compliance

At the direction of the Network Manager (NM)

- Support delivery of CHNS Strategic Plan and Policies
- Provide administrative support to the NM to ensure smooth operation of network activities.
- Maintain up-to-date records and documentation in line with governance and funding requirements.
- Support delivery of training and workshops identified by the NM.
- Assist in the preparation of annual reports and compliance documentation for the NM.

Reporting & Administration

- Undertake desk top reviews for the NM, complete check-ins with Houses and upload reports of those check-ins for the NM to review and action as appropriate.
- Providing resources to Network members when required.
- Produce reports for the NM against an annual operational work plan.
- Identify grant funding for training for the Network and support the completion of grant applications.
- Assist in preparation of Annual Report for CHNS Annual General Meeting (AGM) for NM to review.
- With the NM maintain and update CHNS records, including membership details, policies, and procedures.

Support & Resource Member Houses

- Provide governance resources and support to member Neighbourhood Houses.
- With the NM consult with member Houses to identify relevant training and professional development opportunities.
- Maintain communication channels, including the CHNS website, social media channels, e-Bulletin, and email broadcasts.
- Respond in a timely manner to member inquiries and provide resources as required.
- Support local networking and information-sharing activities.
- At the direction of the NM attend and provide reports for Cluster meetings, AGMs, and Special General Meetings when required.

Risk Mitigation & Compliance

- Follow due process of disclosure with the NM when an intervention poses a risk to the Network.
- Assist the NM in identifying and implementing risk mitigation strategies for the network.

Advocacy & Sector Engagement

- Support the NM in the collection and dissemination of information to the Network and other key stakeholders
- With the NM engage and maintain relationships with stakeholders, including DFFH & DET, to support members.
- Represent the network when required at local government, DFFH, NHVic, Network and Sector meetings, forums, and conferences.



SKILLS REQUIRED

Required skills for the Network Coordinator

1. Proficient written communication skills, encompassing the ability to produce written reports and funding proposals.
2. Strong computer literacy, particularly with the Microsoft Office Suite and Social Media platforms and other commonly used workplace systems and platforms
3. Exceptional time management and organizational skills, with the ability to manage multiple tasks and meet deadlines.
4. Strong verbal communication skills, enabling inclusive and non-judgmental interactions with a range of people.
5. Ability to work independently, including in remote settings, demonstrating initiative and sound judgement
6. Strict adherence to confidentiality principles and practices.
7. Ability to research, analyse, and apply relevant legislation, government policies and sector frameworks to support program delivery and advocacy.
8. Knowledge of NHCP funding guidelines and requirements is desirable

KEY SELECTION CRITERIA

Administration & Organisational Skills

- Strong administrative, time management, and organisational skills.
- Ability to prepare reports, manage records, and ensure compliance with governance requirements.
- High level of financial literacy, including the ability to assist the NM in budget preparation and funding compliance.

Governance & Compliance

- Understanding of governance from both a legal and community development perspective.
- Experience working with community-based governance organisations.

Community Development & Engagement

- Experience in a community support or community development role.
- Ability to develop and facilitate strategies for strengthening integration of community development theory with practice.
- Experience in delivering training and professional development is favourable

Communication & Stakeholder Engagement

- Excellent written and verbal communication skills.
- Strong interpersonal skills and the ability to engage and collaborate with diverse stakeholders.
- Ability to foster a culture of information sharing and mutual support across the network.



Community House Network Southern

CAPABILITIES

Work Collaboratively

- Build a supportive and cooperative team environment
- Engages others and shares information to understand or respond to issues
- Support others in challenging situations.

Adaptability and resilience

- Capacity to adjust behaviours
- Strategies and approaches in response to changing conditions
- Ability to thrive in dynamic environments
- Navigate uncertainty, embrace change
- Identify alternative solutions and turn challenges into growth opportunities
- Respond quickly to changing ideas, responsibilities, expectations, trends, strategies and other processes

Critical Thinking and Problem Solving

- Resolves issues through deep understanding or interpretation of existing guidelines.
- Where guidelines are not available, analyses ideas available and acts through self, or in consultation with others to resolve problems
- If required, determine additional information needed to make informed decisions
- Applies critical thinking and problem-solving concepts in the right context.

Project Delivery

- Executes work tasks against plan and where plans are not defined, prioritises tasks in line with the urgency and impact of tasks
- Utilises approved task management tools
- Maintains accurate project records.

The Neighbourhood House sector and Community House Network Southern

Community Development

The International Association of Community Development (IACD) defines community development as:

“Community Development is a practice-based profession and an academic discipline that promotes participative democracy, sustainable development, rights, economic opportunity, equality and social justice, through the organisation, education and empowerment of people within their communities, whether these be of locality, identity or interest, in urban and rural settings.”

History of NH's – Early to late 1970's

- First Neighbourhood Houses were established in Victoria in the early 1970s
- First Network of Neighbourhood Houses (CHAOS) established in 1978
- The Peak body formed in 1979 - Neighbourhood House Victoria (NHVic) Initially staffed by volunteers with only small amounts of Federal, State & Local government funding
- In 1986, the Neighbourhood House Scheme was established by the State Government to provide, recurrent funding for neighbourhood houses.
- This is referred to as the Neighbourhood House Coordination Program (NHCP) and is the funding base for the Sector.

The Neighbourhood House Coordination Program, DFFH provides recurrent funding to:

- Over 400 neighbourhood houses
- 16 Neighbourhood House Networks and
- The Peak Body, Neighbourhood Houses Victoria.

Most Neighbourhood Houses also receive recurrent funding from their Local Government

The Neighbourhood House Coordination Program aims to support community strengthening outcomes by:

- supporting diversity and promoting community participation and inclusion
- facilitating community development and capacity building programs and activities in support of individuals and groups within communities
- supporting lifelong learning opportunities for people to improve their access to training and employment pathways

Community development to address locally identified priorities and needs is undertaken through:

- community consultation and engagement
- development of programs and activities to respond to identified community priorities and needs
- identification of local partners and resourcing to support program delivery
- reviewing and evaluating programs and activities to inform a continuous approach to improvement



The NH Sector - Structure

There are three components to the Neighbourhood House sector – NHVic, Networks & Houses

- All are independently funded
- All are independently governed
- All with the same community development program aims

Neighbourhood House Networks

The Community House Network Southern (CHNS) is the largest of 16 Networks across the State.

NH Networks play an important role in supporting NHs including:

- Governance/management support to committees
- Working with houses at risk
- Operational Support for Managers
- Training, training resources, group facilitation
- Capacity building at local & regional level including state & local government
- Ensuring the region has a voice in the strategic directions of the Sector through collaboration with NHVIC and the other 15 Regional Networks

Neighbourhood Houses Victoria (NHVic)

Community participation and inclusion: this may include facilitating community development and capacity building of individuals and groups through a thriving neighbourhood house sector.

Sector capability and connection: this includes increasing the neighbourhood house sector's expertise, skills and connection to effectively identify and respond to evolving community needs and priorities.

Partnership with government: this includes working closely with government to support the neighbourhood house sector through clear, timely and evidence-based advice on neighbourhood house related policies and practices

Community House Network Southern (CHNS)

About us

Supporting the Southern Region, our Community House Network fosters and strengthens the Neighbourhood House movement.

We are dedicated to empowering communities by providing essential resources, including peer support, advocacy, and training, to seventy-two Neighbourhood Houses and Learning Centres across ten Local Government areas in Victoria.

Whether it's governance, management, operation, or program delivery, we serve as your go-to resource for supporting individual Houses at a local level.

Additionally, we advocate on behalf of our members at both local and state levels, ensuring their voices are heard and needs are met.

The CHNS Mission

At the heart of our network is a commitment to fostering community connections and promoting sustainable growth.

We work collaboratively with committees, boards of management, staff and volunteers to enhance



Community House Network Southern

the governance and operation of Neighbourhood Houses.

By offering a strategic consultative role, we ensure that each House can deliver impactful programs and services to their communities.

What we do

Our support extends across ten Local Government areas, where we serve seventy-two Neighbourhood Houses and Learning Centres. We provide a wide range of resources, including: **Peer Support:** Facilitating connections and knowledge-sharing among Neighbourhood Houses to strengthen community ties.

Advocacy: Representing the interests of our members at local and state levels, ensuring their voices are heard in policy discussions and decision-making processes.

Training: Offering professional development opportunities to enhance the skills and capabilities of staff and volunteers.

Our impact

Through our dedicated efforts, we have helped numerous Neighbourhood Houses and Learning Centres thrive, enabling them to deliver essential services and programs that meet the diverse needs of their communities.

Our commitment to excellence and innovation ensures that each House can operate effectively and make a meaningful difference.

CHNS key focus areas

The CHNS Strategic Plan forms the basis of our work. We focus on:

- Governance Support
- Resources, tools, training and development
- Planning for the future: Advocacy and sustainability
- Meeting the emerging needs of our members

Committee of Governance and Staff

President: Brian Hanlon

Vice President: Tracy Van Vloten

Secretary: Kim Peterson

Treasurer: Karen Van Der Kaay

General Committee:

Kim Wareham, Amy Pollard

Staff:

Network Manager: Lydia Wheeler

Network Coordinator: *Vacant*

Bookkeeper: Leona Spencer - Jones