

POSITION TITLE:	Programs Coordinator
DEPARTMENT:	Community Programs
OPERATIONAL BASE:	First Steps Count, Taree
CLASSIFICATION:	Health Services Manager Level 1
STATUS:	Part time 32 hours per week up to June 2027
VACCINATION CATEGORY:	A
RESPONSIBLE TO:	NSW Community Programs Manager

About you:

This is a rewarding opportunity to make a meaningful difference in the lives of children, parents and families across the Mid Coast community. As team leader, you will provide supportive leadership to the local Karitane team, guiding a small, dedicated workforce to deliver evidence-based parenting education, family support, navigation services and therapeutic programs.

Working closely with families, community organisations and key stakeholders, you will coordinate the design, delivery and continuous improvement of child and family initiatives that respond to local needs. You will be passionate about strengthening family wellbeing, building community connections and ensuring families can access the right support at the right time.

You are a collaborative and approachable leader with strong skills in stakeholder engagement, partnership development and community outreach. You understand the unique strengths and challenges of families living in the Mid Coast region and are committed to fostering inclusive, culturally safe and family-centred services.

Empathetic, adaptable and an excellent communicator, you can build trusted relationships with families from diverse backgrounds, as well as with service providers, community groups and government partners. Most importantly, you share a genuine commitment to helping children thrive and supporting families to achieve their goals.

This role includes regular travel within the local community to connect with families, partners and stakeholders across the region. And on occasion to head office in Sydney. The Karitane Program Coordinator is a key enabler of the integrated services of FSC Child and Community Centre.

KEY SELECTION CRITERIA:

Relevant qualifications and demonstrated experience in health, social services, community services, education, child and family health, or a related field.

1. Demonstrated experience leading, mentoring and supporting multidisciplinary teams to deliver high-quality, family-centred services within a community setting.
2. Proven ability to engage children, parents and families through community outreach, relationship building, program promotion, workforce development and participation initiatives.
3. Strong knowledge of the social, cultural and environmental factors impacting children and families, including First Nations families and those experiencing social, economic or geographic disadvantage, with the ability to apply strengths-based and partnership approaches.
4. Demonstrated experience developing referral pathways, fostering collaborative partnerships, improving service delivery processes, and identifying and responding to the diverse needs of children and families.
5. Exceptional written and verbal communication skills, including report writing, data collection and interpretation, stakeholder engagement, community consultation, presentation skills, and conflict resolution.
6. Ability to work autonomously, prioritise competing demands, manage projects and programs effectively, and contribute to continuous improvement within a dynamic community-based environment.

Key Responsibilities

- Provide leadership, guidance and professional support to the local child and family health team to ensure the delivery of safe, high-quality and evidence-based services in partnership with the Manager of Community Programs.
- Coordinate the planning, implementation and evaluation of child and family programs that respond to the needs of the local community.
- Build and maintain strong relationships with families, community organisations, health services, schools, early childhood providers and other stakeholders to strengthen local support networks.
- Promote equitable access to services and support the participation of families who may experience barriers, including First Nations families and those living in rural, remote or socially isolated circumstances.
- Oversee referral pathways and service coordination to ensure families receive timely and appropriate support.
- Monitor program outcomes, collect and report data, and contribute to quality improvement initiatives and project delivery.
- Identify emerging community needs and opportunities to enhance services, strengthen partnerships and improve outcomes for children and families.
- Represent Karitane within the local community and actively contribute to local networks, community events and collaborative initiatives. Foster a positive, inclusive and culturally safe team culture that reflects organisational values

ABOUT KARITANE

Karitane is a leading not-for-profit provider of parenting support services based in NSW. We support parents with children from birth to five years around sleep and settling, establishing routines, feeding and nutrition, promoting early childhood development, toddler behaviour and pre and postnatal anxiety and depression. Karitane delivers this support through residential services, parenting centres, integrated care hubs, community programs, perinatal infant mental health clinics, specialised toddler behaviour clinics and leading-edge virtual care services. We have a centralised intake system where all referrals are triaged and allocated to services that best meet clients' needs.

ABOUT FSC CHILD AND COMMUNITY CENTRE

The First Steps Count (FSC) Child and Community Centre is a local multi-agency, integrated family centre that will respond to the needs of families by identifying children at risk of developmental problems and families at risk of mental health and social care difficulties and connect them to the relevant supports. FSC will provide services for young children and families aged 0-12 years in the Manning Valley Area including families that identify as Aboriginal, CALD and local Taree families.

STATEMENT OF DUTIES

Listed are the primary duties of the role, and the Performance Standards required to undertake the duties.

1. Program Coordination and Clinical Leadership Duties:

To work in partnership with referred families in by providing support, goal setting and skill development to promote optimal health and wellbeing for the family. Support and care are provided within the framework of Karitane Policies & Procedures, Department of Communities & Justice Funding Agreements.

Performance standard

The Program Coordinator is expected to:

- Assist with the development and implementation of the Mid Coast programs including governance framework, policies, and procedures.
- Work closely with Community Programs Manager to address waitlists and services access issues for families.
- Provide support to the Community Programs Manager and staff as required.
- Lead and coordinate the Intake and assessment of referred families in consultation with the Taree team
- Monitor case management of families accepted
- Facilitate professional consultation and interagency meetings as required.
- Assist in coordination and facilitation of community consultation and co-design workshops with families in a culturally sensitive manner.
- Assist with design and implementation of promotional material in consultation with the marketing team and the community.
- Participation in service promotion and media events.

2. Organisational Duties:

To participate in the smooth operation of Karitane in accordance with the vision, values, and strategic plan.

Performance Standard:

This is demonstrated by your ability to:

- Attend and actively participate in meetings, as required.
- Participate in program planning and working parties.
- Consult with the multidisciplinary team regarding specific client issues.
- Maintain family files in accordance with relevant legislative and policy requirements for record keeping and privacy protection.
- Maintain activity records, statistics, reporting and information systems.
- Undertake new or additional tasks as directed by management in response to the work setting.
- Be aware of budgetary constraints in the delivery of care.
- Promote harmonious relationships with the organisation.
- Manage conflict effectively.
- Act in accordance with the policies and procedures of Karitane.
- Submit regular monthly reports.
- Assist and participate in preparation of Annual and Financial reports.
- Assist in developing reports to Management and Community Services where required
- Participate in on-going evaluation of the program.
- Participate in clinical supervision as required.

3. Professional Practice and Development Duties

- To practice in accordance with the recognised care standards, the applicable professional Codes of Ethics, the NSW Health Code of Conduct, and any other legislation relevant to the role
- To pursue professional development opportunities that support best practice in the field.

Performance Standard:

This is demonstrated by your ability to:

- Update your knowledge through self-initiated learning and participation in continuing education programs.
- Contribute to research and development in child, adolescent, and family health.
- Participate in decision making about health care planning, practice, and evaluation.
- Participate in professional activities, particularly those concerning child and family health.
- Develop and demonstrate an awareness of multicultural values, beliefs, and practices to facilitate communication with clients and families.
- Contribute to the professional development of colleagues.
- Participate in the Performance Management Process

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- Maintain professional registration (if applicable).
- Participate in annual mandatory education activities.

4. Quality Improvement Duties:

To participate in outcome-based quality improvement activities that optimise levels of care and improve customer satisfaction.

Performance Standard:

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved.
- Participate in Quality Management activities and Accreditation programs.
- Implement regular audits, evaluations, and reviews as necessary to assess the safety and quality of service delivery.

OUR VALUES

Respect - Our Relationships

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

Innovation –Our Future Focus

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

Collaboration - Our Partnership Approach

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

Excellence - Our Standard

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

CONDITIONS OF EMPLOYMENT

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

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Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

Karitane is committed to providing a safe, inclusive, and empowering environment for all children and young people. We are dedicated to upholding the Child Safe Standards, all staff share responsibility for maintaining a child-safe culture.

SUPPORTING OUR PEOPLE

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Flare Rewards & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organisations you can transfer your leave entitlements to Karitane.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.

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- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

PERFORMANCE MANAGEMENT

Performance appraisal will be carried out at three months and then annually with the Manager Integrated Care.

EXIT INTERVIEWS

Participate in an Exit interview on termination.

Employees Declaration

I have read this position description; I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the

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requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment. I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

Employee's Name	Signature	Date
Chief Executive Officer	Signature	Date

POSITION DEMANDS CHECKLIST	
MOVEMENT	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Frequent
Kneeling - remaining in a kneeling posture to perform tasks	Frequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Frequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Frequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Frequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Frequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Frequent
Reaching - Arms fully extended forward or raised above shoulder	Frequent

Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Frequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Frequent
Driving - Operating any motor powered vehicle	Frequent
SENSES	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Frequent
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Frequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Frequent
Touch - Use of touch is an integral part of work performance	Frequent
INTERACTIONS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Frequent
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Frequent
EXPOSURE	FREQUENCY
Dust - Exposure to atmospheric dust	Frequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Frequent
Fumes - Exposure to noxious or toxic fumes	Frequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Frequent
Hazardous substances - e.g. Dry chemicals, glues	Frequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Frequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Frequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Frequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Frequent
Confined Spaces - areas where only one egress (escape route) exists	Frequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Frequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Frequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Frequent

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- ☐ I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- ☐ I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.
- ☐ I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:			
	Please print		
Employee Signature:		Date:	/ /

I have explained the duties and responsibilities of this position to the employee.

Manager's Name:			
	Please print		



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Manager's Signature:

Date:

/ /