



POSITION DESCRIPTION

Position Title:	Community Development & Neighbourhood Centres Coordinator	Version:	1
Position Reports to:	Housing and Neighbourhoods Manager		
Program:	Housing and Neighbourhoods	Position Code:	
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Manager	Direct Reports:	Yes
		Classification Level:	6
Date reviewed:	30/07/2026	Reviewed by:	HRBP, CEO, HNM
		Date next review:	01/08/2027

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals; and working in active partnership across the Moreton Bay region and the greater North Brisbane area.

Encircle has been in operation since 1987. We are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds, from 7 different sites which include Redcliffe, Kallangur, Lawnton, Strathpine, Kedron and Zillmere. We have approximately 70 staff and 80 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected, and supported.

Our Purpose:

To be a responsive, adaptive, and sustainable organisation to meet the changing needs of our communities.

PURPOSE OF THE ROLE

The Community Development & Neighbourhood Centres Coordinator provides leadership, coordination and oversight of Encircle's Neighbourhood Centres and Community Development portfolio. The role is responsible for ensuring Neighbourhood Centres are welcoming, inclusive and responsive community hubs that strengthen participation, belonging, resilience and connection across the Moreton Bay region.

The position leads Encircle's Community Development workforce and drives the development, implementation and evaluation of community-led initiatives, programs and partnerships that respond to local needs and opportunities. As a member of the Housing & Neighbourhoods Leadership Team, the role works collaboratively with community members, partner organisations, government agencies and internal stakeholders to position Encircle as a leader in contemporary neighbourhood centre practice and community development across Queensland.

KEY RESPONSIBILITIES

Community Development Leadership

- Lead the development and implementation of Encircle's community development strategy.
- Champion community-led approaches that strengthen participation, inclusion, resilience and community capacity.
- Support the identification of emerging community issues, trends and opportunities.
- Ensure community development practice is embedded across all Neighbourhood Centre activities.
- Foster innovation and best practice approaches to community engagement and participation.

Neighbourhood Centre Leadership

- Oversee the day-to-day operation of Encircle's Neighbourhood Centres.
- Ensure Centres remain welcoming, accessible and responsive spaces for community members.
- Monitor service performance, participation trends and community outcomes.
- Drive consistency of service delivery across multiple sites.
- Support the ongoing evolution of Neighbourhood Centres as contemporary community hubs.

People Leadership

- Lead, coach and develop Community Development Officers and Neighbourhood Centre staff.
- Build a high-performing, innovative and community-focused team culture.
- Support workforce planning, onboarding, supervision and professional development.
- Promote reflective practice, staff wellbeing and continuous learning.

Community Engagement & Partnerships

- Develop and maintain relationships with community groups, networks, local leaders and stakeholders.
- Represent Encircle at community forums, networks and sector meetings.
- Facilitate meaningful community consultation and engagement activities.
- Promote collaborative approaches to addressing community priorities.
- Strengthen partnerships that support positive community outcomes.

Program Development & Innovation

- Lead the design, implementation and evaluation of community programs, projects and events.
- Identify opportunities for service growth, community initiatives and new partnerships.
- Use community feedback, research and data to inform planning and decision-making.
- Contribute to funding applications, submissions and service development opportunities.

Financial, Compliance & Risk Management

- Manage approved budgets and resources.
- Monitor program performance and service outcomes.
- Ensure compliance with organisational policies, legislation and funding requirements.
- Oversee reporting, evaluation and continuous improvement activities.
- Support quality assurance and risk management processes.

Leadership Team Contribution

- Actively contribute to the Housing & Neighbourhoods Leadership Team.
- Support organisational initiatives and strategic priorities.
- Contribute to organisational planning and service development activities.

KEY POSITION OUTCOMES

- Encircle's Neighbourhood Centres are recognised as welcoming, inclusive and vibrant community hubs.
- Encircle is recognised as a leader in community development and neighbourhood centre practice within Queensland.
- Community development activities contribute to stronger, more connected, resilient and engaged communities.
- Community Development staff are effectively led, supported and developed.
- Community engagement activities result in genuine community participation and influence.
- Strong partnerships are established and maintained across the region.
- Community needs, aspirations and emerging issues are identified and responded to proactively.
- Programs, projects and events deliver measurable community outcomes.
- Resources, budgets and compliance obligations are effectively managed.
- Continuous improvement initiatives contribute to best practice neighbourhood centre and community development services.

POSITION REQUIREMENTS

Qualifications & Experience

- Degree qualification in Community Development, Social Work, Human Services, Social Sciences, Communications and/or Marketing or a related discipline.
- Demonstrated experience leading community development programs, services or initiatives.
- Experience leading and developing teams.
- Experience working within neighbourhood centres, community services or place-based settings.
- Experience managing projects, budgets and stakeholder relationships.

Capabilities

- Advanced understanding of community development theory and practice.
- Strong leadership and workforce development skills.
- Demonstrated ability to build community participation and engagement.
- Experience developing strategic partnerships and collaborative networks.
- High-level facilitation, consultation and public engagement skills.
- Ability to analyse community needs, trends and opportunities.
- Experience managing program performance and outcomes.
- Commitment to social justice, inclusion, community-led practice and cultural safety.

KEY SELECTION CRITERIA

1. Community Development Leadership

Demonstrated experience leading community development initiatives that strengthen participation, inclusion, resilience and community capacity.

2. People Leadership & Team Development

Experience leading, mentoring and developing staff, volunteers and community-based workforces.

3. Community Engagement & Partnerships

Highly developed ability to build relationships and work collaboratively with community members, organisations, networks and government stakeholders.

4. Program Development & Evaluation

Experience designing, implementing and evaluating programs, projects and events that deliver measurable community outcomes.

5. Strategic Thinking & Innovation

Ability to identify emerging community issues and develop innovative responses that support community wellbeing and participation.

6. Financial & Operational Management

Experience managing budgets, resources, compliance requirements and service performance.

7. Values-Based Practice

Commitment to social justice, inclusion, community-led practice, cultural safety and continuous improvement.

Key Documents:

Encircle Policy and Procedures