



Position Description

Position title	Coordinator
Hours	15 hours per week (across 3 x 5-hour days) Tue, Thur & Fri
Classification	Social and Community Services Level 5.1
Conditions	In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010
Responsible to	Committee of Management
Location	Stonnington Community Assist Suite 17, Level 1, 163 Commercial Rd, Prahran
Overview	Stonnington Community Assist has been providing information, support, and referrals in Stonnington for over fifty years. Stonnington Community Assist provides information, support and practical assistance to people experiencing hardship or vulnerability. We take the time to understand each person's circumstances and connect them with appropriate support, including food and material aid, assistance with online forms, tax help, free legal advice, and referrals to community services.
Position purpose	The Coordinator will be responsible for overseeing the delivery of high-quality community, information and support services at Stonnington Community Assist.
Principal responsibilities • Coordinate and ensure that the services are delivered in accordance with the mission, values, policies and procedures, government legislation, standards and funding and service agreement requirements. • Oversee, guide and support the volunteers in their service delivery to the community. • Deliver direct services as required. • Ensure open and effective communication between volunteers and students and foster a culture that values best practice, connections, collaboration and teamwork. • Develop and maintain key stakeholder relationships and partnerships. • Promote and advocate on behalf of the service in a positive and appropriate manner. • Compile data and produce reports for the committee of management, funding bodies and other bodies as required. • Lead the identification, development and submission of grant and funding proposals • Contribute to the day-to-day running of the service.	
Key Selection Criteria • Relevant qualifications and/or experience A tertiary qualification in Community Development, Social Work, Welfare or a related discipline, and/or equivalent relevant experience in community services.	

- **Client service and referral skills**
Experience providing information, support, referral or intake-style services to people experiencing vulnerability, hardship or complex needs.
- **Volunteer and team coordination**
Demonstrated experience supporting, supervising or coordinating volunteers, students or staff in a community service setting, including fostering teamwork, communication and respectful service delivery.
- **Communication and relationship-building**
Strong interpersonal, written and verbal communication skills, including the ability to communicate effectively with clients, volunteers, students, stakeholders, partner agencies and funding bodies.
- **Social justice and inclusive practice**
Demonstrated understanding of, and commitment to, social justice and community development principles, including working respectfully with people from diverse backgrounds and experiences.
- **Service coordination, compliance and continuous improvement**
Ability to plan, coordinate, monitor and improve day-to-day service delivery in line with organisational policies, procedures, values, legislative requirements and funding or service agreement obligations.
- **Stakeholder engagement and local service knowledge**
Ability to develop and maintain effective stakeholder relationships and local service partnerships, together with sound knowledge of community organisations, local service systems, current community needs and relevant government policies and processes.
- **Administration, reporting and digital capability**
Demonstrated ability to collect service data, maintain accurate records, prepare reports for committees, funding bodies or other stakeholders, and use Microsoft Office and relevant databases or client management systems.

Other criteria

National Police Check
Working with Children Check

Reviewed by: Committee of Management

Date: August 2026

