

Position description

ACCREDITATION AND CAPABILITY COORDINATOR

Position title	Accreditation and Capability Coordinator
Location	Anywhere in NSW. Attendance at the Surry Hills office each Wednesday, with travel across NSW
Status	Permanent, part-time
Hours per week	28 hours
Classification	Grade 5, CLCNSW Enterprise Agreement
Salary	Grade 5: \$105,888 to \$115,697 FTE (\$84,710 to \$92,558 pro rata at 28 hours per week), plus superannuation.
Accountable to	State Accreditation and Capability Manager
Date position reviewed	September 2026

Organisation profile

Community Legal Centres NSW (CLCNSW) is the peak representative body for community legal centres in NSW. Our team supports, represents and advocates for our members and for the legal assistance sector more broadly, with the aim of increasing access to justice for people in NSW. Community legal centres are independent, non-government organisations providing free legal services to people and communities at the times that help is most needed, with a particular focus on people facing economic hardship and discrimination. CLCNSW represents the views of community legal centres to government and the broader community, advocates on law reform and policy, and supports centres to improve the quality of the services they provide.

The CLCNSW office is in Surry Hills. There are 6 to 8 other staff members, many part-time. Salaries and conditions are covered by the CLCNSW Enterprise Agreement, which is based on the SCHADS Award but pays above-award wages and provides leave entitlements beyond Award requirements, including additional paid leave over the Christmas and New Year period. Salary packaging is available and may increase take-home pay. We offer a flexible, friendly and supportive workplace.

Position purpose

The Accreditation and Capability Coordinator provides coordination and administrative support to the practical delivery of the National Accreditation Scheme across NSW centres and supports the capacity building program that runs alongside it.

The position keeps accreditation reviews moving from scheduling through to close, assisting with each stage of the review process, maintaining accurate records, and supporting centres through the practical requirements of accreditation.

Key accountabilities

Review coordination

- Schedule accreditation reviews, interviews and site visits in line with the annual review schedule, and book and confirm arrangements with centres.
- Act as the day-to-day operational contact for centres on logistics, deadlines and outstanding items.
- Follow up centres on straightforward queries and refer substantive questions to the State Accreditation and Capability Manager.
- Track the progress of each review and alert the State Accreditation and Capability Manager to delays or emerging problems.

Evidence collation and document control

- Request and collect core documents from centres ahead of each review.
- Record documents received against the core document checklist and follow up outstanding items.
- Prepare the list of documents to be sighted on site, including material that cannot be uploaded to the portal for privacy reasons.
- Maintain complete and orderly review files.

Review assistance

- Assist with the conduct of accreditation reviews, including preparing materials, supporting interviews and site visits, and completing follow-up actions.
- Attend centres to support the on-site component of reviews, including workplace health and safety checks and inspection of premises and additional service sites.
- Sight and verify documents that centres cannot upload to the portal and record the outcome accurately.
- Report back on review activity promptly and in the format required by the State Accreditation and Capability Manager.

Records and monitoring

- Maintain the accreditation portal and database and keep centre records current and accurate.
- Monitor centre progress reports and follow up where reports are late or incomplete.
- Maintain compliance records and provide regular status reporting to the State Accreditation and Capability Manager.
- Maintain accreditation templates and resources at an administrative level, with content changes made by the State Accreditation and Capability Manager.

Capacity building support

- Coordinate the logistics of training sessions and sector events, including scheduling, registrations, platforms, materials and follow-up.
- Support the delivery of online training sessions.

- Assist with the practical preparation of guidance material and resources for centres.

General

- Contribute to the work of the CLCNSW team and undertake other duties consistent with the classification, as directed.

Selection criteria

Essential

1. Strong administration and coordination skills, with proven ability to run multiple concurrent processes to deadline.
2. Experience working in the not-for-profit sector, in any field.
3. Excellent attention to detail and accuracy in record keeping and document management.
4. Clear and professional written and verbal communication, including with external organisations.
5. Ability to work autonomously and remotely, with limited day-to-day supervision.
6. Ability to work respectfully and in a culturally safe way with Aboriginal Community Controlled Organisations and with services supporting Aboriginal and Torres Strait Islander communities.
7. Confidence with databases, online portals and digital collaboration and meeting tools.
8. Sound judgement in handling confidential and sensitive information.
9. Willingness to learn quality assurance and assessment practice, and to take on more complex work over time.

Desirable

1. Experience in a community legal centre or the broader legal assistance sector.
2. Experience with quality assurance, accreditation, audit or compliance processes.
3. Experience coordinating training or events.

Requirements of the position

- Current driver licence and willingness to travel across NSW, including overnight stays.
- Availability to attend the Surry Hills office each Wednesday.
- Working with Children Check.
- National Police Check.
- A probationary period of six months applies.