



Position Description – Community Programs Coordinator

Position: Community Programs Coordinator

Status: Full time

Accountable to: Client Services (Quality & Impact) Manager

Location: Mary's House Services (North Sydney) and community locations as required

Primary Purpose

The Community Programs Coordinator is responsible for the development, coordination and delivery of Mary's House Services' community programs, including therapeutic and wellbeing groups, workshops and advice clinics.

Working under the guidance of the Client Services (Quality & Impact) Manager, the role ensures that programs are delivered safely, effectively and in alignment with organisational values, quality standards and client needs.

The role contributes to the development, implementation and continuous improvement of community programs, supports program partnerships and providers, and ensures accurate data collection and administration related to program delivery.

Position in Context

- Reports to the Client Services (Quality & Impact) Manager
- Has no direct reports
- Communicates with community program clients
- Works closely with the Client Services team, including social workers and in particular, the Intake Social Worker
- Collaborates with the Philanthropy and Communications team and Operations team as required
- Liaises with external service providers, facilitators, volunteers and partner organisations
- Develops and supports consistent, safe and high-quality community program delivery, including program facilitation where appropriate
- Most work duties will be performed during working hours; however, from time to time, work outside normal hours may be required
- All team members are required to contribute to broader organisational activities where needed

Responsibilities

Community Program Development, Coordination and Delivery

- Coordinate the day-to-day delivery of community programs, including therapeutic groups, workshops, counselling and advice clinics
- Schedule and manage program logistics including venue, materials and participant coordination
- Develop and continuously improve delivery of community programs in response to client needs and in alignment with the Strategic Plan, under the guidance of the Manager
- Coordinate and support facilitators, contractors, volunteers and partners delivering programs
- Ensure all programs are delivered in a trauma-informed, safe and client-centred manner
- Where appropriate, co-facilitate or deliver programs and workshops

Client Engagement and Program Participation

- Support intake, referral and participation processes for community programs. Attend regular client service intake meetings
- Communicate with clients in a safe, respectful and trauma-informed manner
- Ensure client participation prioritises safety, confidentiality and wellbeing
- Manage client feedback and complaints in line with organisational processes
- Provide information about community programs to Philanthropy & Communications team members for printed and digital communications

Partnerships and Stakeholder Coordination

- Maintain effective relationships with program facilitators, service providers, contractors and volunteers
- Support and initiate partnerships which enhance program offerings
- Liaise with internal teams to support integrated service delivery
- Represent Mary's House Services in community program-related activities where appropriate

Program Administration and Data Management

- Maintain accurate and up-to-date client, program, volunteer and service provider records in relevant systems, including the client information database and the organisation's CRM system
- Ensure timely and accurate data entry to support reporting and impact measurement
- Generate reports on community programs from the client information database for review by the Manager
- Maintain organised program documentation and administrative systems
- Assist with preparation of reports and information for internal and external stakeholders

Quality, Safety and Compliance

- Ensure programs are delivered in accordance with organisational policies, procedures and service standards
- Support compliance with relevant standards including child safety and sector requirements
- Maintain awareness of and adherence to health, safety and wellbeing requirements
- Contribute to continuous improvement of program quality and effectiveness

Key Relationships

- Client Service Managers and Intake Social Worker
- Philanthropy & Communications team
- Program facilitators, contractors and service providers
- Volunteers supporting community programs
- Partner organisations and sector networks
- Clients

Essential Experience, Skills and Qualifications

- Demonstrated experience in program coordination, program development and evaluation
- Relevant qualifications in community services, social work, counselling, health services or related fields
- Demonstrated understanding of the complexities and impact of domestic and family violence
- Strong organisational and project coordination skills
- Experience working with vulnerable clients, preferably in community services, health services or domestic and family violence contexts
- Strong interpersonal and relationship-building skills
- Excellent written and verbal communication skills
- Experience facilitating group learning
- Demonstrated ability to maintain accurate data and administrative systems and extract reports from CRM systems
- Ability to work independently and collaboratively in a team environment
- Strong attention to detail and ability to prioritise competing tasks
- Understanding of trauma-informed practice and professional boundaries
- Strong alignment with the mission, values and purpose of Mary's House Services

Desirable Experience, Skills and Qualifications

- Experience coordinating community programs in the domestic and family violence sector
- Experience working in not-for-profit or community-based environments

- Experience in program evaluation and reporting
- Fluency in a community language other than English

Essential Attributes

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout employment
- There is a requirement to work outside normal hours on limited occasions; allowance is made for reasonable time-in-lieu
- You must identify as a woman. This is a genuine occupational qualification under s.31 of the Anti-Discrimination Act 1977 (NSW)

Key Performance Indicators

- Community programs are coordinated and delivered in a safe, trauma-informed and effective manner
- Strong client engagement and safe, respectful communication
- Accurate and timely data entry and program administration
- Effective coordination of facilitators, partners and volunteers
- Contribution to continuous improvement of community programs
- Positive feedback from internal stakeholders and program participants

Employee Value Proposition

When you work at Mary's House Services:

- you play an important role in addressing a national crisis; your work supports women and their children to live free from domestic and family violence
- you work with colleagues who champion gender equality, celebrate diversity and advocate for everyone's right to live in safety
- at the heart of your work are respect, empathy, kindness, and giving people control over their choices
- your wellbeing at work is always a priority; frontline workers are provided with individual supervision
- you are paid fairly, provided above-award leave benefits and you can salary-package, further increasing your take-home pay

Commitment to Child Safety

At Mary's House Services, every child has the right to be safe and feel safe. We commit to the safety and wellbeing of every child we engage with and every child in our care. As a child safe organisation, we educate everyone involved in our organisation about what it means to be a



child safe organisation, so that we can prevent, detect, and effectively respond to child abuse. We ensure everyone involved in our organisation knows how to appropriately respond to complaints, allegations, disclosures, and breaches to our Child Safe Code of Conduct.