

Community Support Coordinator

POSITION DESCRIPTION

Position Title:	Community Support Coordinator – Part-time
Reports To:	President

Overview of Coordinator role

The role of the coordinator is one who enjoys interacting with others, brings about positive change, has well-developed communication skills and proactive has strong organisational skills and can work with minimal supervision.

In this role, you will be responsible for developing programs and activities relevant to the needs of the community, whilst overseeing the day to day operations of the centre.

The role involves responding to enquiries, developing and implementing programs for the centre, recruiting & supervising volunteers, and promoting the centre to the local community.

The coordinator is responsible to the Committee of Management for the operation, management and development of the Community Centre and for ensuring that the Community Centre is operated in accordance with the Committee's policy decisions and the service agreements with funding bodies. This position requires an understanding of the role of community organisations; proven organisational ability with experience of managing a community organisation; an understanding of community development principles and skills and an ability to communicate effectively with a wide range of people.

Key Relationships / Interactions

Internal	Management Committee Staff, members and volunteers
External	Peak body – regulatory services Department of Defence - Defence Community Organisation Department of Defence – Base Services Management/Command (if applicable) Defence Families Australia Community members – residents, businesses, schools, ,community groups, Government and non-Government organisations; Other relevant service providers

Duty Statement

Key Responsibilities

Work collaboratively to plan and deliver the programs and activities run by the organisation

Market and promote the organisation to Defence families and wider local community

Professionally manage relationships with all stakeholders and interested parties

Ensure safe working practices and procedures are used throughout the community facility, reporting faults as required

Supervise and manage volunteers during opening hours

Provide ongoing feedback to the Committee of Management in a constructive manner that promotes an environment of continuous improvement

Coordinate the access to, and the use of, the community facilities by the community

Manage the information flow into the community centre, including, but not limited to responding to incoming telephone calls, responding to emails, collection of mail, taking delivery of goods ordered and updating social media pages (if applicable)

Coordinate the purchasing of office supplies and/or goods and services for events run the community organisation

Identify and utilise opportunities that maximize the use of the community facility by the local community

Attend meetings of the organisation and assist, advise and support the committee of management in their roles

Maintain adequate records of activities in accordance with risk management practices

Identify community needs by developing, implementing and evaluating programs to meet these community needs and in compliance

Develop an annual plan of programs including budgets and insurances

Evaluate and review activities, programs and services conducted at the centre in conjunction with appropriate management committee to ensure they meet the needs of the local community and prepare associated reports

Identify and develop new programs and initiatives and potential funding sources

With support of the management committee, prepare submissions to funding bodies as requested by the President

Liaise with DCO representative on a regular basis to discuss programs, community themes and partnership opportunities

Liaise with key stakeholders including DFA, Base Managers (if applicable) and Command as part of networking

Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

Complying with the organisations Code of Conduct at all times.

Supporting the Equal Employment Opportunity, cultural diversity and ethical practice policies.

Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.

Attending WHS training and following instructions and advice provided.

Using and caring for equipment, including personal protective equipment, as instructed.

Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace

The following table indicates an average breakdown on time spent on key responsibilities

Community Support Coordinator	%
Event management – planning, promoting and attending centre activities, welcome days	30%
Stakeholder engagement – initiating/maintaining relationships with families, DCO, Base Managers, Command, DFA and other key stakeholders in the local community	20%
Centre management – administration, reporting, financial assistance, day to day duties and people management	30%
Planning – organising suppliers etc. for centre, events and activities	20%

Depending on the needs of your centre and its members the breakdown may differ slightly.

Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation
- Some out of hours work may be required in order to meet the requirement of the role
- A driver's licence may be required
- A first aid certificate may be required
- A Working with Vulnerable People card (WWVP) if you work in the ACT or Tasmania
- A Working with Children Check (WWCC) if you work in NSW, NT, QLD, SA, VIC or WA
- A satisfactory police clearance may be required
- A satisfactory food handling certificate may be required

Where applicable, I have reviewed and understand the delegations associated with this position

Organisational behaviours and personal competencies

Our personal competencies set a clear expectation regarding the behaviour at work and will reflect the manner in which we interact with each other and the local community.

Interpersonal effectiveness	<p>Express ideas/thoughts clearly and concisely</p> <p>Give the person your full attention and actively listen</p> <p>Use language appropriate to audience</p>
Community and customer focus	<p>Be friendly, co-operative and helpful</p> <p>Have a 'can do' attitude</p> <p>Develop and maintain productive relationships</p> <p>Respond promptly to customer enquiries</p> <p>Continually strive to deliver the best services and outcomes with the resources available</p> <p>Effectively build rapport with internal and/or external customers</p> <p>Use community and customer feedback to improve services and relationships</p>
Organisational skills and time management	<p>Effectively manage resources and time</p> <p>Be flexible and adaptable to changing circumstances</p> <p>Effectively coordinate priorities</p>
Quality of work	<p>Thoroughly review own work</p> <p>Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner</p> <p>Follow or establish procedures and/or processes</p> <p>Develop and/or use systems to check accuracy and completeness of tasks</p>
Show initiative	<p>Be proactive</p> <p>Take productive action without being asked</p> <p>Seek out best practice and learn from it</p> <p>Continually pursue improvement opportunities, generating and developing new ideas/sharing them</p> <p>Be willing to question the way things are and find solutions</p> <p>Use different approaches to resolve issues/develop opportunities</p>
Team work	<p>Take responsibility for team duties and contribute to team discussions</p> <p>Actively encourage a supportive team culture</p> <p>Give and receive feedback openly and look for improvement opportunities</p> <p>Encourage the sharing of information and ideas</p>
Workplace safety	<p>Comply with occupational health and safety policies and procedures</p> <p>Observe safe work methods and practices</p> <p>Keep the centre/space and work area clean and tidy</p>

Selection Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below.

Customer commitment & integrity	A commitment to internal and external customers demonstrated through the provision of a reliable and responsive service to a wide range of customers	Essential
Collaboration & communication	Proven ability to build positive relationships and enable effective communication with all levels of management and staff, government agencies, stakeholders and a broad range of community members, both verbally and in writing	Essential
People management	Experience working with high need or vulnerable families Ability to supervise volunteers undertaking administrative tasks Willingness to regularly liaise with community users to discuss their needs, hold difficult conversations regarding non-compliance with processes or policies and to ensure that they are receiving exceptional customer service at all times An awareness of Workplace Health and Safety issues, standards and actions in the workplace.	Essential
Financial skills	Ability to manage petty cash and adhere to cash handling procedures	Essential
Technical knowledge & experience	Ability to manage electronic files in accordance with policies and procedures Familiarity with MS Office suite & accounting systems Experience in working in a community organisation or community based workplace Demonstrated ability to develop and deliver community programs and activities Ability to capture statistical information Experience working with social media	Essential
Innovation & initiative	Ability and enthusiasm for generating new ways of working collaboratively to build relationships and to develop and deliver initiatives, programs and new processes	Essential
Resource Management & Decision Making	Ability to manage own time, set priorities and plan and organise one's own work to achieve a set objectives in the most efficient Ability to work with limited supervision Ability to prioritise and be flexible when responding to changing priorities and demands. Demonstrated ability in making decisions within policies and guidelines, especially those of an administrative nature.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Desirable
Project Management	Ability to initiate, develop and implement of projects in a community based workplace.	Desirable
Qualifications	A Certificate IV qualification in Community Development or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Desirable

Our Mission

Gallipoli Barracks Community Centre strives to help relieve the feelings of loneliness and segregation that often come with the defence lifestyle, by providing support, quality information, networking opportunities and a sense of inclusion for all. To promote the interest of members of the Association in all matters, especially those affecting their welfare. Although priority is given to Defence families, the GBCC welcomes and encourage the broader community to contribute within our programs. At all times act in a manner that encourages a hospitable and approachable atmosphere to all members.

The Gallipoli Barracks Community Centre is a not for profit organisation which aims to bring fun, friendship and connection to new and existing defence families in the Brisbane and surrounding areas. Our community centre is open to the surrounding civilian community also. GBCC's objectives include an ongoing effort to reduce isolation, develop a sense of community, build confidence, self-esteem and security and provide diverse opportunities for these to members.

Our aims are achieved by:

- a) Working closely with social and community organisations, with a view of using available services most effectively.
- b) To raise, obtain and receive funds or other assistance for the purpose of achieving the objectives of the association by means of subscriptions, donations, bequests, entertainments, or other functions, or by any other means.
- c) To affiliate with such other bodies as have similar aims.
- d) To provide opportunities for the general defence community to connect with other community members, events, training and activities to assist in Increasing skills and reducing isolation.

Our Vision

- *To be the common connection*
- *COMMON - Community of Military Members (and their families) optimising neighbourhood (connections)*
- *To engage with Defence families early and often to achieve outcomes that are community driven, and a support network for those feeling the isolation a posting can bring.*
- *We understand each engagement with families will be for different purposes as they have different interests and will be at different stages in their journey of the military lifestyle. We will listen at every stage.*
- *Families come in all shapes and sizes. Regardless of individual lifestyle, we embrace and welcome OUR entire defence community.*

Our Values

Our values set the foundation on how we behave. These values define how we interact with others and ultimately how stakeholders and the wider community perceive us.

Forces we believe in

<p>Friendship Feeling connected with likeminded people</p>	<p>Offering faith and trust in each other to achieve the best outcome Promoting inclusion and creating a sense of belonging</p>
<p>Open minded Acting with integrity and transparency</p>	<p>Accepting diversity, innovation and creativity Recognising differences, listening to our community</p>
<p>Respectful Of each other and our stakeholders</p>	<p>Accepting and celebrating differences Speaking positively of and to others</p>
<p>Committed Delivering on our promises</p>	<p>Continually searching for a better way Dynamic in our thinking, attitudes and actions The transient needs of the community</p>

Empathetic Showing we care	Always offering an ear, shoulder or hand Being sensitive to the feelings of others
Supportive Empowering each other to achieve our purpose	Provide genuine, authentic and innovative engagement Fostering a safe and inclusive environment

Physical Demands

Role	Community Support Coordinator
Overall physical demand rating	Light work

Summary: The work involves a variety of different functions within the community centre including; setting up rooms, moving equipment, liaising with community groups, managing centre equipment and working from an office (i.e. computer, adjustable office chair).

The below table summarises the physical demands of this role:

Physical Demand	O	F	C	Description	Notes
Sitting		✓		Office chairs	Critical Range of Motion: Shoulders to 120 flexion. Lift Capacity: Occasional lift up to 10kg. Mostly lifting <5kg. Push / Pull Force: Occasional push force up to 10kg. Shift Duration: Various shifts. Environmental Factors: Working indoors mostly. Task Rotation: Able to change tasks regularly throughout the day. Self-paced tasks. PPE: Business Attire.
Standing		✓		Various surfaces for varying durations	
Walking		✓		Short distances inside the community centre	
Climbing	✓			Rarely climbing a step ladder, occasional stairs at some sites	
Push / Pull		✓		Moving trolleys, tables and items on wheels. Setting up rooms and equipment	
Squatting	✓			Accessing low shelves or cupboards	
Gripping			✓	Handling of resources, equipment and using computer equipment	
Forward Reach		✓		Moving equipment, setting up rooms, organising resources	
Lift	✓			Light objects mostly <5kg, some equipment and resources up to 10kg	
Carry	✓			Light items short distances mostly, trolleys used for longer distances	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%)

The work involves:

- Various postures; sitting, standing and walking
- Repetitive arm movements
- Pushing and moving equipment (e.g. tables, trolleys, chairs)
- Repetitive and sustained fine motor tasks (e.g. computer use)

Manual Handling Functional Capacity:

- Occasional lifting up to 10kg floor to waist
- Occasional reaching and handling equipment
- Occasional pushing and pulling up to 10kg

Physical Work Demands include:

- Computer and office tasks (Very Light Work)
- Community centre loan equipment (Light Work)
- Community centre (Light Work)