



POSITION DESCRIPTION

Position Title:	NEIGHBOURHOOD CENTRES COORDINATOR	Version:	1.2
Position Reports to:	Housing and Neighbourhoods Manager		
Program:	Neighbourhoods		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Team Leader	Direct Reports: Yes	Classification Level: 6
Date reviewed: 07/2024	Reviewed by: CEO, HR		Date next review: 07/2026

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd. (Encircle) is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating 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 seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron, and Zillmere as well as delivering outreach programs. We have 75+ staff and approx. 140 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 Mission:

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

Neighbourhoods Programs:

Our Neighbourhood Centres are located in Pine Rivers, Redcliffe and Kallangur and support Encircles' vision for communities to be connected resilient and thriving. A large proportion of community members engage with us initially through our doors or over the phone to seek support with their immediate needs – a hot meal or drink, food parcel, access to laundry facilities, therapeutic and financial counselling, early intervention assistance to avoid homelessness, or to join one of the community groups that call our Centres home. The Neighbourhood Centres are supported by a team of very passionate, qualified, and skilled people which include the Community Development team, Intake and Response team and Front of House (Reception) and Volunteer teams.

Neighbourhoods' activities operate out of Encircle's Pine Rivers, Redcliffe, and Kallangur Neighbourhood Centres. With an active community development team coordinating a range of centre-based programs, services and groups, a large proportion of community members engage with us not just for support, but for social connection, common interest, or skills development. Understanding the challenges of social isolation faced by many, in particular our senior community members, Encircle also delivers the 'Older Persons Action Program' (OPAP).

The Older Persons Action Program (OPAP) is specifically designed to provide support to Seniors in the community, aged over 60 or for Aboriginal and Torres Strait Islander peoples over 50. In recent times, senior members of our communities have been facing increased pressures in the areas of Housing affordability and reliability, Elder abuse, legal matters, technology barriers to accessing services such as My Aged Care to name a few. Of rising concern is Social Isolation and loneliness with many older persons living alone with limited connectivity outside their home, which can contribute to their wellbeing both physical and psychologically.

PURPOSE OF ROLE

To coordinate Encircle Neighbourhood Centres and provide management and professional support across the organisation, focusing on community development and support services, operational efficiency, effectiveness, under the direction of the Housing and Neighbourhoods Manager.

The role will oversee and support a team of community development workers, OPAP program officer, Intake and Response Officers and centre-based front of house reception staff and volunteers based across all three Encircle Neighbourhood Centres.

As a member of the leadership team, the role will be responsible for developing and delivering operational work plans and budgets which will guide activities undertaken from each of the Neighbourhood Centre's. The role will also contribute to the ongoing maintenance of organisational policy and procedure.

The role will also engage and collaborate with other Encircle programs, as well as community groups, networks, organisations, local and state government agencies, and elected representatives.

MAIN DUTIES AND RESPONSIBILITIES

To coordinate service delivery and operations of Encircle's Neighbourhood Centres including managing the community development team, OPAP staff, reception staff, students and volunteers.

Utilise contemporary community development principles to foster partnership opportunities within the community and exercise a high level of interpersonal skills in dealing with the public and other organisations.

Promote collaboration and work cooperatively with Encircle programs, community groups and other key stakeholders to implement and evaluate community services and initiatives that build connected, inclusive and resilient communities.

Duties:

- Provide input and guidance to Encircle's strategic and social planning, community development and service delivery and community engagement.
- Participate in the development and review of the Encircle strategic plans, and development of operational plans and goal setting for Encircle Neighbourhood Centres and OPAP.
- Manage the day-to-day operations of the three Neighbourhood Centres Front of House staff and volunteers, and the Intake and Response teams, including development and implementation of processes/systems.

- Review operational work plans regularly to ensure program aligns with organisational strategic plan. Monitor progress against goals and objectives and meet the requirements of the relevant service agreement.
- Supervision and debriefing of Neighbourhoods front of house team, I&R and OPAP staff, volunteers and students to ensure overall team wellbeing.
- Establish and maintain effective and respectful working relationships and communication processes with internal and external services and stakeholders.
- Promote integration and collaboration across all programs/services.
- Ensure that qualitative and quantitative service levels are maintained.
- Proactively identify and implement evidence-based opportunities to improve the way programs are delivered through data collection and evaluation.
- Guided by the Housing and Neighbourhoods Manager, lead or contribute to key community development projects and framework development.
- Comply with quality standards, and legislative requirements in relation to service delivery, information sharing, case management, data collection and management of confidential information.
- Ensure all contractual reporting requirements are met to a high standard, as well as completing internal reports as/when required.
- Maintain an active role within Encircle's Leadership Team.
- Other duties as directed.

Delegated Authorities:

- Manage approved budgets and expenditure.
- Support and approve staff leave.

KEY POSITION OUTCOMES

- Effective design and implementation of a contemporary community development framework.
- Active contribution to the design and implementation of a community reference group.
- Effective design and implementation of the volunteer engagement framework.
- Highly organised and effective neighbourhood centre operations.
- Well planned, delivered and evaluated events, projects and services.
- A highly motivated and synergised community development, services, reception and volunteer team.
- Demonstrated high level stakeholder engagement, relationship and partnership management, including funding contract team.
- Demonstrated high level of budget management.
- A high degree of professionalism and well developed interpersonal skills when engaging with a wide range of people including clients, service providers, staff, volunteers, board members and the public.
- Effective reporting and evaluation practices are in place that provides contemporary evidence through data, case studies and trend analysis.
- Demonstrated understanding of, and commitment to the principles of Social Justice, advocacy and self-determination.

POSITION REQUIREMENTS

Qualifications:

- Minimum: Diploma in Community Services or Community Development

- Highly Regarded: Degree qualifications in Community Development, Social Work, Social Sciences or Human Services preferred.

Experience and knowledge:

- Demonstrated knowledge and application of community development frameworks to identify and contribute to the development of community-focused strategic, operational plans and procedures.
- Demonstrated experience in managing, motivating and developing a multi-disciplinary team including volunteers across multiple sites.
- Demonstrated experience in engaging with community members and groups.
- Demonstrated experience in designing, delivering and evaluating community events, projects and services.
- High level communication skills including influencing and negotiating skills with the ability to develop strong relationships with regional networks and key stakeholders including government and elected officials, senior management and board.
- Ability to analyse and interpret issues and problems and implement appropriate solutions.
- Work within agreed objectives and to budget expectation.
- Drafting and presentation of quantitative and qualitative data through contractual and evaluation reports, stakeholder presentations preparing internal and external correspondence, proposals and submissions, etc.
- Energetic, collaborative, transparent and self-motivated.
- High level of computer skills with experience using the Microsoft Office Suite of Products.
- Experience in leading community engagement and development programs.
- Minimum of two years' experience managing geographically dispersed multi-disciplinary teams.

Other:

- National Police Check
- Current Driver's License
- Must be able to work in Australia
- Blue Card

KEY SELECTION CRITERIA

KSC1: Demonstrated experience in coordinating programs and teams that deliver evidenced-based events, projects or resources through a strengths-based, community development framework.

KSC2: Demonstrated experience supervising and developing multi-disciplinary teams and volunteers across multiple sites.

KSC3: Demonstrated success in designing, delivering and evaluating community development activities.

KSC4: Demonstrated success in building positive relationships and working in partnerships with clients, service providers, staff, volunteers, senior management, board and key government and elected officials.

KSC5: Highly developed decision making, negotiation, analytical, computer and administrative skills.

KSC6: Demonstrated understanding of, and commitment to the principles of Social Justice, advocacy and self-determination.

KSC7: Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQ+ backgrounds and other vulnerable population groups and the application of Social Justice principles.

Key Documents:

- Encircle Policies and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____