

Community Connections Coordinator

Position title	Community Connections Coordinator
Responsible to	Homelessness and Community Programs Team Leader
Direct Reports	Community Connections Volunteers
Status	Full Time / Part Time
Hours of Work	35 hours per week Monday – Friday (Full Time)
Award:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Classification:	SCHADS Level 5
Performance Management:	6 Months' Probation
Last Updated:	21 September 2023

Purpose

NNC is committed to social justice and belonging. The Community Connections Coordinator (CCC) will be the central team member of a team of five staff and volunteers who provide direct support to community members accessing the centre.

The CCC will ensure that visitors that attend the Community Hub at NNC are welcomed and linked to the most appropriate service response to meet their needs. The CCC will also coordinate the Community Hub specialists and skilled volunteers to assist with providing reception, triage and appropriate information and referral.

The CCC will create opportunity for community capacity building through coordination of groups and activities to meet identified community needs and aspirations.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness and social isolation, particularly those who are living in Boarding Houses, currently and formerly sleeping rough, and those who may be ageing and socially isolated. Other programs include multicultural support programs, and targeted early intervention programs for families. NNC also puts on social and cultural events which celebrate the unique creative vibe of Newtown. In all that we do, NNC is committed to social justice and belonging. We want to create a more vibrant, inclusive, and equitable community.

Emphasis and impact of the role

The Community Connections Coordinator position plays a key role in consulting with community and stakeholders and works with skilled volunteers to plan and facilitate centre based events and groups that meet the needs of our community. As the central co-ordinator of the community hub team, you will have responsibility for ensuring an appropriate response to all in-person visits and phone inquiries at NNC's Information Hub and provide a welcoming and inclusive community space where everyone is treated respectfully

Key Accountabilities

Key Accountability Areas	Tasks of this role	Performance Indicators: How will success be measured
Quality Service delivery	Ensure everyone who contacts NNC receives timely, friendly, professional advice and support from specialist staff and skilled volunteers.	Client satisfaction survey and/or other feedback mechanisms indicate high satisfaction with services Number of Internal and external referrals
Safe service delivery	Ensure all volunteers at the Information Hub are following safe working procedures.	Number and nature of hazards and incidents reported, and risk assessments completed. All staff and volunteers receive a thorough induction to Information Hub.
Volunteer Coordination	<p>supervise and roster Community Connections Volunteers who can provide frontline support and connection for anyone who contacts NNC by phone or in person.</p> <p>Support volunteers facilitating community groups such as English and art classes. Maintain a minimum base of four / five Community Connections Volunteers recruited, trained, and supported with a minimum 6-month commitment. Information Hub activities have appropriate volunteer coverage.</p>	<p>Maintain a minimum base of four / five Community Connections Volunteers recruited, trained, and supported with a minimum 6-month commitment.</p> <p>Information and Referral Hub activities have appropriate volunteer coverage.</p>
Volunteer induction and training	Develop and deliver specific induction and training material for Community Connections Volunteers.	Role specific induction and training developed with accurate records of completed induction and training for all Community Connections Volunteers.
Data capture	Ensure accurate and up to date data is captured to show trends and needs.	Accurate and timely monthly reports are provided to management showing the reasons for people accessing NNC and NNC's ability to meet those needs.
Information Hub Policies and Procedures and Information Sheets	Ensure NNC has up to date policies and procedures and Information sheets covering all Information Hub activities.	<p>Policies and Procedures written and reviewed within required timeframes.</p> <p>All staff and volunteers providing frontline services know when, where and how to refer clients internally and externally.</p> <p>Updated Information sheets are always available online and in hard copy.</p>
NNC Reception	Ensure NNC remains accessible and responsive both by phone and in person.	Clients, community members and suppliers who contact or come to NNC are assisted and appropriately referred in a timely way.
Evaluation	<p>Identify mechanisms for evaluating the quality and impact of services provided.</p> <p>Ensure Community Connections Volunteers undertake an annual volunteer satisfaction and retention survey.</p>	<p>Evidence of evaluation of service undertaken and changes made in response to any identified issues.</p> <p>Annual volunteer satisfaction survey completed and shows high levels of satisfaction.</p>

Event and new program development	Create events and new programs reflecting community needs and aspirations.	Well-attended events implemented and engaging a broad range of our community. Volunteers retained and reported satisfaction in volunteer experience.
Service development	Be open to new possibilities and opportunities to improve or add to existing volunteer roles and programs.	New ideas and service models are proposed and trialed once approved and resourced.
Stakeholder engagement	The role will work closely with other internal staff, volunteers, clients, and external stakeholders to ensure effective service delivery.	Evidence of positive stakeholder relationships internally and externally.

WHS Accountabilities – All NNC Staff

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system.
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system.
3. Contribute towards all work health and safety goals, objectives, and key performance indicators.
4. Maintain a healthy and safe work environment.
5. Undertake all WHS training requirements for your position.
6. Comply with any WHS policies, procedures, and reasonable instructions.

WHS Accountabilities – Specific to this NNC role

Note that volunteers are considered workers

The coordinator has responsibility for:

- ensuring NNC's WHS procedures are effectively implemented
- providing the necessary information, training, and appropriate supervision to volunteers to enable them to understand and follow safe working procedures
- awareness of WHS issues on a day-to-day basis
- conducting workstation inspections on a regular basis and implementing corrective actions
- identifying, assessing, and controlling hazards
- reviewing risk assessments and controls
- investigating and reporting on all incidents and accidents so that corrective action is promptly implemented
- consulting, co-operating, and coordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Selection Criteria:

ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre.
2. Experience working with and supervising volunteers.
3. Demonstrated experience working with diverse and vulnerable individuals and communities and an understanding of cultural safety issues.
4. Demonstrated experience coordinating community-based services, events, or projects.
5. Excellent communication and problem-solving skills and an ability to manage situations calmly and professionally.
6. A demonstrated understanding of community development.
7. Demonstrated experience with stakeholder engagement and building and maintaining partnerships.
8. Minimum tertiary qualifications Diploma of Community Services, Community Development or similar field or equivalent experience.

Declaration

I have read this position description, understand its contents, and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Managers Signature

Date