

Wyndham Community and Education Centre Inc

Job Description

Community Services Coordinator – Community Centre

Job Description

General Information

Incumbent:	TBC
Classification:	Level 5.1, Social, Community, Home Care and Disability Services Industry Award 2010, Social & Community Services Employees
Reports to:	Community Services Manager (CSM)
Hours:	0.8 EFT
Core hours:	9:00 am – 5:06 pm, [x 4 weekdays tbc]. May include after hours and weekend work depending on activities.
Duration:	Ongoing

Position objective

The Community Services Coordinator (CSC) works within Wyndham CEC's Community Services Unit and manages the activation and day-to-day coordination of one of our community sites. The role ensures the operation of a safe, inclusive, and vibrant community hub that supports learning, wellbeing, and community connection.

The CSC will oversee room hire processes, support community-led programming, coordinate staffing and volunteers, and foster partnerships with local groups, service providers, and stakeholders. A key focus of the role is to ensure the site operates in alignment with Neighbourhood House funding objectives — promoting social inclusion, community participation, lifelong learning, and community-led initiatives.

Duties & responsibilities

1. Operations and Activation

- Oversee the daily coordination and activation of the site.
- Manage facility hire bookings, ensuring equitable access, compliance with policy, and strong utilisation across diverse community groups.
- Maintain safe operations, including risk management, emergency procedures, and OH&S compliance.
- Coordinate programs and activities that support Neighbourhood House funding outcomes — including lifelong learning, community participation and inclusion, and community-led initiatives.
- Plan and deliver community events and initiatives that promote connection, wellbeing and belonging.
- Work within the Community Services Unit, reporting to the CSM to write relevant grant applications to increase project and activity offerings.
- Work closely with the Director of Education (DoE) and the Director of Business Services (DoBS).

2. Community Engagement and Development

- Taking a community development approach, empower local residents to connect, collaborate and lead activities.

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- Develop initiatives that foster volunteering, social connection and lifelong learning, supporting residents to build confidence and skills.
- Identify and respond to local priorities through ongoing consultation, outreach and community feedback.
- Build strong partnerships with local schools, service providers, sporting clubs and cultural associations to enhance collaboration and resource sharing.
- Lead the establishment and facilitation of a *Community Advisory Group*, ensuring diverse representation and meaningful engagement.

3. Neighbourhood House Objectives and Partnerships

- Ensure operations and programming align with Neighbourhood House Coordination Program (NHCP) objectives and reporting requirements.
- Partner with key stakeholders and relevant agencies to strengthen neighbourhood-level collaboration and deliver programs responsive to local needs.
- Support co-located services and the operation of visiting programs.
- Promote volunteering opportunities and recognise community contributions that build local capacity.
- Attend relevant networks and meetings.

4. Staff and Volunteer Coordination

- Supervise and support the Community Services Project Officer, program facilitators, and any volunteers at the Centre.
- Ensure training and professional development to enhance quality service delivery.
- Model and promote Wyndham CEC's vision, mission and values.

5. Reporting and Administration

- Collect and report data on usage, participation, volunteer engagement and community outcomes to meet NHCP and any other reporting requirements.
- Work with Directors and CSM to maintain financial, booking and compliance records.
- Prepare reports, program evaluations and funding acquittals.
- Provide the CSM with monthly reports on the progress of projects and activities delivered.
- Contribute to continuous improvement processes and planning cycles to ensure programs and activities are responsive to communities.

6. Professional Development

- Identify suitable professional development opportunities to enhance skills, knowledge and service delivery (includes attending seminars, workshops and other opportunities).

7. Other requirements

- Take on other projects or duties consistent with the position as negotiated by the CSM (or a Director).

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Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the purposes of Wyndham CEC as stated in its Constitution and Mission and Vision statements.

Have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Wyndham CEC has a commitment to child safety and no tolerance of child abuse.

All staff must have a strong understanding of and comply with the child safe standards.

Have a strong understanding of MARAM and family violence reforms.

Key Selection Criteria

The ideal candidate will be able to demonstrate:

1. Community Centre Coordination – Demonstrate experience in coordinating a community centre, neighbourhood house, or similar facility, including responsibility for programming, room hire, coordination of shared spaces and operational oversight.
2. Community Development Practice – Show a strong understanding of community development principles and the Neighbourhood House sector, including the ability to design and deliver programs that foster inclusion, participation, lifelong learning, and volunteering.
3. Stakeholder Engagement and Partnerships – Demonstrate capacity to build and maintain productive partnerships with community groups, local government, service providers, and volunteers, and to collaborate on initiatives that respond to community needs.
4. Leadership and Team Coordination – Exhibit leadership skills to supervise and support staff and volunteers, including rostering, training, and performance monitoring within a community setting.
5. Operational and Administrative Competence – Display strong administrative, financial, and reporting skills, including experience with room hire systems, budget management, and compliance processes.
6. Communication and Interpersonal Skills – Demonstrate excellent written and verbal communication skills, with the ability to engage effectively with people from diverse cultural and linguistic backgrounds.
7. Commitment to Safety and Inclusion – Show a clear understanding of child safety, OH&S, and risk management, and the ability to ensure a safe, inclusive, and welcoming environment for all.

Qualifications and Requirements

- A tertiary qualification in Community Development, Social Work, Human Services, or a related discipline, and/or substantial experience in a similar community coordination role.
- Current Working with Children Check (employee) and National Police Check (mandatory).
- Current Victorian Driver's Licence.