



JOB DESCRIPTION

TITLE OF POSITION	Community Hubs Support Coordinator
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Community Hubs Australia

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds. LC supports a gender inclusive work environment and adheres to White Ribbon workplace practices.

The Community Hubs Support Coordinator position is funded by Community Hubs Australia, to support school-based community hubs in SA.

ROLE SUMMARY

The objective of this role is to provide coordination, liaison and support to school-based community hubs in identified schools. This role works closely with the Team Leader Family Zone and in collaboration with Community Hubs Australia and a targeted network of allied service providers and stakeholders in South Australia.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Community Hubs Support Coordinator reports to the Team Leader, Family Zone, Ingle Farm.

SPECIAL CONDITIONS

The successful applicant shall:

- Hold and maintain a satisfactory SA Department of Human Services Working With Children Check
- Hold and maintain a satisfactory NDIS Worker Check

- Hold and maintain a satisfactory National Police Clearance
- Hold a current Provide First Aid certificate
- Hold a current Safe Environments for Children & Young People certificate
- Hold a current and unrestricted South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Undertake some intra-state and interstate travel
- Provide evidence of COVID 19 vaccination (1st & 2nd dose)

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Lutheran Care Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with Manger, team leader, team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the team leader and program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the direct line team leader as required. • Attend peer support and individual supervision with team leader as required
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.

Resource Management	<ul style="list-style-type: none"> • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Strategic Management	<ul style="list-style-type: none"> • In conjunction with team leader liaise and contribute to the partnership with Community Hubs Australia to deliver the goals and the outcomes for the National Community Hubs Program in SA. • Working with the team leader, contribute to all aspects of program planning including providing advice and support.
Program Management	<ul style="list-style-type: none"> • Supported by team leader maintain effective management and accountability structures that support continuous improvement in the school hubs. • Prepare and deliver all reporting requirements to LC and Community Hubs Australia within nominated timeframes. • Liaise with new schools regarding introduction and implementation of the program. • Undertake data analysis to identify data insights and learnings to support hubs. • Use other data sources to support hub leaders in the SA region. • Participate in and support evaluation of hub activities. • Carry out general administrative functions related to the role and to the effective and efficient functioning of LC as a whole. This will include the use of Outlook email and calendars, various client and information management systems and, communication tools

Hub Leader engagement, collaboration and performance	<ul style="list-style-type: none"> • Undertake regular and structured written and verbal communication with hub leaders including clear documentation. • Provide mentoring and support the professional development of hub leaders, including opportunities for collaboration between hub leaders within the SA network. • Provide guidance, structures and systems to support hub leaders to connect with their school and local community. • Assist support hub leaders to navigate existing networks and to develop relationships with relevant service providers. • Implement systems and processes to assess if hub leaders are meeting the requirements of the role and to ensure hub leaders continue to improve in their role.
School leadership engagement and collaboration	<ul style="list-style-type: none"> • Organise regular leadership meetings to encourage collaboration and shared decision-making across hubs in collaboration with the Manager, and Team Leader of Family Zone – Ingle Farm. • Foster collaboration with school leadership and implement strategies to engage disengaged principals.
Community Engagement	<ul style="list-style-type: none"> • Provide support and structures for local hubs to connect with local service providers and networks. • Identify key relationships or stakeholders you have introduced and assess and report on the purpose/outcome of the engagement.
Peer leadership and support	<ul style="list-style-type: none"> • Identify and develop key strategic relationships with other Support Hub Coordinators working in other support agencies to achieve goals and to improve outcomes for hub participants. • Assess the benefit other support agencies have brought to the role. • Champion hubs with colleagues within LC and ensure LC perspective is brought into the hubs.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualifications in community development, social work, multicultural and settlement services or a related field or equivalent experience
- Knowledge and experience working in and supporting place-based community development projects.
- Highly developed communication skills with a strong ability to communicate at all levels, including ability to work within a team and report to a team leader ability to negotiate and resolve conflict.
- Knowledge of and experience in working with schools or within an early year's framework.
- Experience developing and sustaining collaborative partnerships across a wide range of stakeholder groups.
- Strong project management skills with an ability to oversee and meet contract and reporting requirements.
- Demonstrated experience in supporting, mentoring and training people, including maintaining frameworks for peer support.
- Strong interpersonal skills that foster relationships and create alignment on shared goals.
- High level computer skills.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within the context of a non-for-profit organisation.

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their job descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____