

Coordinator Community Services POSITION DESCRIPTION



Position Number:	4051
Department:	Communities and Lifestyle
Section:	Communities & Culture
Unit:	Community Services
Position Status:	Full Time
Classification:	Limited Term Contract
Reports To:	Manager Communities and Culture
Revised:	July 2026

General Position Statement

This position supports Council's direction by leading and coordinating the delivery of Community Services programs and community development initiatives that enhance liveability, wellbeing, and social sustainability across the region. This role will also ensure the effective delivery of the Home Assist and Child Care Services ensuring services are safe, compliant, customer focussed and aligned with legislative, funding and Council requirements. This includes providing effective people leadership and strengthening linkages between Council and the broader community services sector by working in partnership and collaboration with internal and external stakeholders, including non-government organisations, to build community capacity, respond to emerging community needs and support the delivery of healthy, safe and inclusive community outcomes. This is supported through coordination of service delivery, governance, compliance and key programs, alongside contributing to organisational planning, funding and partnerships to support integrated and sustainable community outcomes.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Coordinate the operational functions of the unit to achieve adopted service levels in an effective and cost-efficient manner ensuring compliance with legislative requirements, funding conditions and industry best practice..
- Provide effective leadership to the unit by leading and managing a results focused team, fostering a positive work culture through support, coaching and mentoring to deliver professional community service, support and program practices in a professional manner aligned with Council values.
- Coordinate the delivery of Community Services programs, including Home Assist and Child Care Services, ensuring services are safe, inclusive, customer focused and delivered in accordance with relevant legislation, standards and Council policies.
- Coordinate the planning and delivery of community development initiatives and the ongoing review and enhancement of existing services, ensuring alignment with Council priorities and identified and emerging community needs.

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- Coordinate governance and compliance functions associated with community services programs, including Blue Card administration and aged care regulatory requirements, ensuring systems, processes and practices meet legislative and audit standards.
- Coordinate the effective administration and continuous improvement of Council's community assistance program, ensuring transparent processes, strong governance and alignment with Council priorities and community outcomes.
- Provide oversight of Council's volunteer framework, ensuring appropriate policies, systems and support arrangements are in place to enable safe, effective and sustainable volunteer participation.
- Oversee administrative systems and processes that support service delivery of internal and external requests for access and footage from Council owned and operated CCTV network, ensuring timely, compliant and customer-focused outcomes.
- Coordinate the planning and delivery of Council's regional Christmas decorations program, ensuring stakeholder coordination and alignment with community and place activation objectives.
- Coordinate the implementation and delivery of community engagement initiatives and strategies that support Council's long-term community goals and priorities.
- Maintain effective relationships and networks with community, professional and government organisations, ensuring relevant consultation and engagement initiatives are carried out to continuously improve services.
- Ensure compliance with all statutory, contractual, funding and service standards applicable to areas of responsibility, including monitoring, reporting and audit requirements.
- Prepare reports, submissions and provide informed operational advice to Council, management, internal and external stakeholders on areas of responsibility.
- Develop, implement and monitor operational and capital budgets, ensuring expenditure aligns with adopted budgets, plans and service objectives.
- Oversee procurement and contract management activities, including tendering processes, ensuring compliance with Council requirements, funding conditions and service standards.
- Review and provide advice on funding arrangements, compliance obligations and service agreements to support ongoing service continuity, renewal and sustainability.
- Source and coordinate funding opportunities for the unit from State and Federal Government agencies, including researching grants and preparing funding submissions and sponsorship proposals, subject to the approval of Council as appropriate.
- Develop, review and implement operational policies, procedures and work plans relevant to areas of responsibility, seeking Council approval where required.
- Oversee the maintenance, effective use and compliance of facilities, assets and resources associated with the unit.
- Promote the principles of access, equity and inclusion, enabling participation in community decision-making processes, programs and the use of Council facilities and services.
- Connect community-led initiatives and activities to relevant Council grants and funding opportunities.
- Contribute to a supportive and collaborative Communities and Culture leadership team, assisting with service delivery as required.
- Collaborate with relevant specialists and Managers across Council to explore and developing strategic opportunities that lead to healthy, safe and inclusive communities.
- Refer matters that may impact upon the business, Council and employees to the relevant Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Comprehensive knowledge of community development practices and engagement strategies.
- Strong leadership, negotiation, and conflict resolution skills.
- Knowledge of relevant Federal, State and Local Government processes, networks and funding opportunities for community services, support and development activities.
- High Level of experience in project planning, budget management, and evaluation.
- High level proficiency in comprehensive report writing with demonstrated ability to produce logical, plain-English, and professional written communication.
- Highly developed planning and project management skills with demonstrated strong capacity to plan workload, achieve set goals and meet deadlines.
- Excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications

- Degree qualification in Community Services or Community Development (or related discipline) and/or substantial demonstrated experience relevant to the role, including demonstrated leadership experience.
- Demonstrated experience managing funded and regulated services, including demonstrated knowledge of legislative, compliance and reporting requirements.
- Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the Working with Children (Risk Management and Screening) Act 2000 and

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as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- *Council’s Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Tactical Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.*

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to work outside standard business hours, including weeknights and weekends, to meet the requirements of a community facing role and support effective community engagement.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Leadership Capability Framework – Leadership Level Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Engages and inspires others to commit to a vision
	Empower our People	Demonstrates trust and confidence in own and other's ability
	Enable Teamwork and Collaboration	Enables and encourages teamwork and collaboration
	Effectively Communicate across the Organisation	Understands audience and chooses the most appropriate way to communicate with them
	Build Effective Enduring Relationships	Build effective and enduring relationships with others built on trust and respect
Deliver Results	Manage People Performance	Supports employees to achieve work goals that align to Council goals
	Develop our People	Identify and action opportunities to develop self and share learnings with others
	Demonstrate Ethical and Accountable Decision Making	Develops own organisational, political and cultural awareness
	Demonstrate Organisational and Situational Awareness	Makes decisions within scope of responsibility
	Maintain a Strategic Focus	Understand how work aligns to Council's strategic objectives
	Plan and Organise Resources	Plan and organise resources to deliver work of a high quality, safely, in a safe cost effective manner and within deadlines
Customer / Community Driven	Be Customer and Community Focused	Delivers for our customer and community within area of expertise
	Manage customer and stakeholder relationships	Builds positive customer and stakeholder relationships
Lead and Enable Change	Lead Change Effectively	Champions and supports the successful implementation of change
	Lead Continuous improvement and Innovation	Identifies and enables continuous improvement opportunities
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to personal growth and developing learning agility
	Lead with Emotional Intelligence	Develop self-awareness and resilience
	Build and maintain Technical and Operational Competence	Develops and maintains own technical and operational competence