

Position Description

Job Title	Gungahlin Community Hub Coordinator
Level	CP 5.1
Team	Community Programs
Job Type	Full time - Permanent
Reporting Relationship	Manager Community Programs
Location	Gungahlin Community Centre

About Us

Communities at Work is the largest provider of children’s services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Gungahlin Community Hub Coordinator is responsible for the day-to-day operation and delivery of the Gungahlin Community Hub and Ngunnawal Community Centre, ensuring programs are responsive, well-managed and aligned with community needs. Reporting to the Manager Community Programs, the position oversees the operation of key service streams including the community pantry, crisis support, venue hire, coordinating staff, volunteers, resources and administration processes to achieve high-quality service outcomes. This role provides operational leadership and support to Community Hub staff and volunteers, contributes to service planning and continuous improvement activities, and

works collaboratively with internal teams, community organisations and government stakeholders to strengthen community participation, access and referral pathways. The position exercises a high degree of judgement, initiative and problem-solving within delegated authority to respond to emerging community needs and ensure services remain effective, accessible and community focused.

The Coordinator contributes to the development and implementation of community-based initiatives, monitors operational and service delivery outcomes, and supports the effective use of resources to achieve organisational and program objectives. Through leadership of Community Hub operations, the role plays a key role in fostering connected, inclusive and resilient communities while supporting Communities at Work's purpose, values and strategic priorities.

Duties and Responsibilities

Position Specific

- Coordinate the day-to-day operation of the Gungahlin Community Hub, ensuring services, facilities and resources are safe, efficient and responsive to community needs.
- Oversee the delivery of the community pantry, crisis support, and venue hire functions, ensuring high-quality, client-focused service delivery.
- Maintain program, operational and financial records, and contribute to reporting, service planning and continuous improvement activities.
- Build and maintain effective relationships with community members, volunteers, partners and stakeholders to strengthen participation, access and referral pathways.
- Coordinate hub-based initiatives, respond to emerging community needs and support the ongoing development of an integrated Community Hub model, inclusive of supporting Community Development initiatives as required.

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service

- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Tertiary qualification in community services, community development or a related discipline
- Demonstrated experience supervising staff and/or volunteers and coordinating day-to-day operations within a community service environment
- Demonstrated ability to manage competing priorities, allocate resources and coordinate service delivery outcomes
- Demonstrated experience building partnerships and working collaboratively with community organisations, government agencies and stakeholders
- Experience contributing to planning, reporting, continuous improvement and service development activities
- Demonstrated ability to analyse service information and identify opportunities for operational improvement
- Current driver's licence
- Current Working with Vulnerable People card

Desirable

- Demonstrated experience coordinating a community hub or similar integrated service
- Demonstrated experience using data and client feedback to improve services and demonstrate community impact

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:		Date	