

Position Statement Including Selection Criteria

1) General Information

Position Title:	Health and Wellbeing Program Coordinator (Community Program Coordinator)
Award:	Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016
Position Grade:	SCHADS Level 3 (Between \$37.35/hour and \$40.05/hour depending on qualifications)
Reporting To:	CCC Assistant Manager
Work with:	Childcare Coordinator Adult Education Coordinator Netball Coordinator Customer Service Officers Marketing Officer Cafe Supervisor Finance Officer
Supervises:	Health & Wellbeing instructors/volunteers Holiday Activity Program staff/volunteers
Work Hours:	27 hours a week Flexible schedule of hours to meet program needs. Negotiable/availability between Monday-Friday 9am-8:30pm. Possible Saturday work. Must have availability after 3:30pm on weekdays.
Tenure:	Ongoing (3-month probation period).

2) Context

Cheltenham Community Centre (CCC) has a significant focus of community strengthening in the southern metropolitan region of Melbourne offering childcare, educational, vocational and social programs for the local community. As part of the network of 400 Neighbourhood Houses across Victoria, CCC is committed to the principles of community ownership, community participation, empowerment, access and equity, life-long learning, inclusion, networking, advocacy, self-help and social action.

Operating as an incorporated, not for profit organisation CCC serves over 1,500 participants from a wide cross section of the local community. With a team of over 30 staff and significant volunteer contributions, CCC manages a budget of approximately \$1M annually. The Centre's six main program areas include Childcare, English as an Additional Language (EAL) and Literacy Training, Holiday Activities, CCC Bolts Netball Club, Community Cafe, and Health and Wellbeing classes and workshops.

CCC's funding comes from various sources including the Council for Adult, Community and Further Education (ACFE), Melbourne Polytechnic (MP), Department of Families, Fairness and Housing (DFFH), Kingston City Council and participant fees.

CCC and SCCC partnership

Cheltenham Community Centre and Southern Community Church of Christ, (SCCC) have worked in creative partnership since 1986. Because both organisations believe they can achieve more together than they can working alone, they are committed to celebrating and developing the unique and diverse contributions that each organisation brings to the partnership.

Together, CCC and SCCC seek to enrich the experience of community for all people, offering access to a broad range of activities, programs, opportunities and resources to enable people of diverse backgrounds, abilities and interests to live life to the fullest.

The creative partnership between CCC, a secular organisation, and SCCC, a faith-based organisation, is grounded in their shared values and shared mission to strengthen, resource and support the wider community.

3) Role Overview

The Health & Wellbeing Coordinator's primary responsibilities are:

1. Program Development

- Expand and maintain Health & Wellbeing activities and programs for adults and children.
- Respond to community needs and optimise facility use.
- Ensure programs align with the CCC Strategic Plan and funding agreements, are accessible, and financially viable.

2. School Holiday Activity Program

- Expand and maintain the School Holiday Activity Program for primary-aged children.
- Enhance leadership skills of staff and volunteers.
- Maximise daily bookings and provide diverse activities based on children's interests and parent feedback.

3. Grant Projects

- Launch and coordinate new Health & Wellbeing activities funded by grants.
- Identify activities suitable for future grant applications.

4. Marketing

- Work with the Marketing Officer to create and implement a marketing strategy for Health & Wellbeing programs, and School Holiday Activity program.

4) Key Accountabilities

The Health & Wellbeing Coordinator is responsible for planning, developing, implementing, marketing, supervising, and evaluating health and wellbeing programs. This includes recruiting, inducting, and supervising sessional staff and volunteers. The coordinator reports to the Assistant Manager.

Health and Wellbeing Programming & Development

- Coordinate a range of physical, educational, and social programs.
- Introduce new programs that respond to community need.
- Regularly review program effectiveness and marketing methods.
- Ensure efficient enrolment procedures and data base management using Trybooking.
- Conduct participant satisfaction surveys and implement continuous improvements based on feedback.
- Participate in CCC annual planning sessions, team meetings, and professional development.
- Develop policies and procedures for program delivery.
- Balance free/affordable programs with financially viable ones that contribute to CCC income.
- Assist in risk mitigation and ensure compliance with current regulations and legislative changes for example, child safe standards, OHS and privacy.
- Provide statistics, evaluations and recommendations for reports, grants and submissions.
- Represent CCC professionally at meetings, festivals and community events.

Human Resources

- Recruit, induct, monitor, review and manage instructors, facilitators and volunteers.
- Maintain all necessary employment records.

Budget

- Meet revenue targets and manage program expenditures.
- Ensure the financial viability of each program.
- Provide quarterly recommendations on revenue enhancement and cost reduction to the Assistant Manager.

Facility and Equipment Responsibilities

- Ensure the facility is secure and safe for classes.
- Oversee equipment and supply inventory.
- Report maintenance needs.
- Coordinate room bookings with Customer Service staff.
- Coordinate daily room set up and pack up for all activities including room preparation for after hours and weekend activities.

Marketing

- Develop and document an annual marketing strategy with the Marketing Officer.
- Provide weekly social media content and contribute to the monthly newsletter.
- Conduct community needs evaluations for potential new programs.
- Develop and implement marketing plans for underperforming programs.

Administrative Assistance

- Support Customer Service and the Assistant Manager with administrative tasks
- Respond with detail to enquiries in person, telephone and email/electronic.
- Support the Managers as required and other duties as assigned by the Manager.

Communication

- Communicate relevant information to CCC team members as outlined in the Staff Handbook.
- Prepare and submit monthly and annual reports on programming, marketing, and volunteers.
- Collaborate with CCC team members to ensure efficient and current information sharing.

5) Working Relationships

Who	Purpose
CCC Manager	Overall Management.
CCC Assistant Manager	Line management reporting relationship, periodic (at least weekly) liaison regarding all aspects of Health and Wellbeing programs, grant projects and marketing part of the CCC operation.
CCC Members/Participants (including students)	Customer service, authoritative advice and assistance, including enrolment procedures, monitoring of satisfaction with CCC Health and Wellbeing programs.
CCC Coordinators	Peer Relationship - daily interaction and monitoring of activities in each of the program areas of CCC.
CCC Finance Officer	Peer Relationship - regular interaction and monitoring of activities.
CCC Staff and Volunteers	Leadership, motivation and learning facilitation – particularly for Health and Wellbeing instructors, and CCC volunteers.
Southern Community Church of Christ	Regular contact regarding the use of the facility and collaboration regarding programs and activities.
DHHS, Kingston Council and NHVic	Various according to nature of relationship with each external body.
Other Com Service Providers and Neighbourhood Houses	Collaboration and knowledge sharing.

6) Qualifications and Experience

It is essential that the Health and Wellbeing Coordinator has demonstrated knowledge, skills and experience or has made significant progress towards being able to demonstrate them in the following areas:

- A qualification of Diploma of Community Development or Community Services, or active work towards its completion, in the Community Development stream preferred, however years of service and past community experience will be considered.
- Experience in developing and managing community programs and marketing strategies.
- Program, or Project Management experience in a community sector environment.
- Strong understanding of the not-for-profit, community-based service delivery sector.
- Excellent ICT skills in Microsoft Office suite, and familiarity or willingness to learn with desktop publishing software such as Canva, and website content platform Weebly.
- Experience with Trybooking and Mailchimp preferred.
- Current driver's licence.

7) Key Selection Criteria

- *Project Management:* Experience in project management and community programming.
- *Interpersonal Skills:* Exceptional interpersonal and communication skills, including negotiation and conflict resolution, and timely, respectful exchange of information.
- *Leadership:* Ability to guide and motivate staff, problem solve, and make decisions.
- *Teamwork:* Ability to work effectively in a team environment
- *Written Skills:* Ability to prepare accurate, well-written reports and promotional materials.
- *Organisational Skills:* Strategic thinker with highly developed planning and organisational skills.
- *Computer Skills:* Proficiency in office equipment and software applications, including Microsoft SharePoint, Word, Excel, Outlook 365, Trybooking, and Mailchimp.

8) Terms of Employment

- Salary and will be in accordance with the NHACE Collective Agreement 2016, Schedule 3B SCHADS Social and Community Service Employees Level 3 (range \$37.35 per hour and \$40.05 per hour depending on qualifications).
- Ongoing position with a 3-month probation period.
- 27 hours per week, with flexibility required for evenings and weekends.
- Annual leave must be taken for 2-3 weeks over Christmas/New Year when CCC is closed.
- CCC will contribute 11.5% superannuation to a fund of the applicant's choice.
- CCC will contribute to Portable Long Service Scheme.
- Must have a Working with Children Check, clear police check (within last 6 months) and current First Aid Level II
- Some out of business hours work will be required
- 2 contactable referees
- Regular reviews by the CCC Assistant Manager.

9) Other Information

- Located at 8 Chesterville Road, Cheltenham, with off-site visits required.

Applications

To apply, please send your resume and a 1-page cover letter introducing yourself, detailing your experience in community programming, and explaining your motivation for applying for this position. Send these documents to manager@chelt.com.au by Friday, 9th August 2024.