



Position description

Coordinator

About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *connection to community, progressive and planned growth and influence and leadership.*
- Our values are *integrity, respect, inclusion and compassion.*

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling.
- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.
- Sexual and reproductive health clinic.

More details about our organisation and services can be found on our website nrcg.org.au.



Position overview

Details

Position title

Coordinator

Program

Rainbow Region Kids

Branch

Business Support

Reports to

Senior Manager - Business Support

Award

Children's Services Award 2010

Level

6

Term

Permanent part-time

Probationary period

6 months

Location

Your position is primarily based at 76 Carrington Street, however you are required to work across all of the Rainbow Region Kids service locations and travel across the Northern Rivers during the course of your employment.

Mandatory staff meetings are held at 76 Carrington Street Lismore, NSW 2480.

Summary

Rainbow Region Kids is an accredited outside school hours care program for school aged children across services at multiple locations.

Our educational programs are underpinned by the My Time Our Place learning framework.

The Coordinator is placed as the Nominated Supervisor, Responsible Person and Educational Leader for the Rainbow Region Kids services.

With the support of the Senior Manager – Business Support, lead the delivery of outside of school hours care to primary school aged children. The Coordinator is responsible for day-to-day operations of the Rainbow Region Kids services, ensuring development of staff, compliance with the regulatory standards and policies and procedures of Community Gateway.

Selection criteria

Experience, skills and knowledge

Essential

1. A relevant Degree or 3 or 4 year Early Childhood Education qualification, or AQF Advance Diploma or a Diploma Children's Services or Diploma in Out of Hours Care and/or 5 years' experience working a similar role.
2. Current knowledge of the Family Assistance Law and National Quality Framework (Laws, Regulations and Standards) for out of school hours care.
3. Demonstrated knowledge of childhood development and program planning processes in accordance with Children's Services Regulations, the National Quality Framework (NQF) and the My Time Our Place Framework.
4. Proven coordination skills with experience supervising teams.
5. Demonstrated ability to analyse ECEC practice issues and to effectively contribute to the development of implementation of strategies to address these issues.
6. Sound understanding of work health and safety in children's services.

Desirable

1. Experience with OWINA childcare management software

Additional requirements

1. A current NSW Drivers licence and access to a reliable vehicle
2. Complete a national police check (or provide current clearance if dated within the last six months).
3. Current clear NSW Working with Children Check.
4. Current Provide First Aid in an Education and Care Setting certificate (or willingness to undertake)



5. Completion of current approved Child Protection course (or successfully complete the course before employment may commence).
6. Current Food Safety Supervisor Certificate (or successfully complete within 30 days of commencing employment).
7. Willing to consent in writing to the roles of Nominated Supervisor and Educational Leader across multiple services.

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.

Key accountabilities

Position accountabilities

- Supervise the implementation of developmentally appropriate programs for children based on My Time Our Place with references to the NQF, considering developmental needs, interests and abilities of all children attending the services.
- Legal and compliance responsibilities under the National Law, National Regulations and the Family Assistance Law.
- Ensure all services adhere to all relevant regulations and statutory requirements.
- Oversee rostering.
- Ensure the service meets or exceeds quality assurance requirements.
- Liaise with families and outside agencies.

- In conjunction with the Senior Manager – Business Support, monitor wages spend and adhere to set program budgets.
- Liaise with management committees as appropriate.
- Provide professional leadership and development to Rainbow Region Kids staff.
- Develop and maintain policies and procedures for Rainbow Region Kids.
- Facilitate weekly Assistant Coordinators meeting.
- Tracking and recording of non-contact time as per current employment contract.
- Identify and develop risk mitigation strategies relevant to your role and ensure this is documented in your agreed Work Plan.
- In collaboration with the Manager - People and Culture and Officer:
 - recruit staff into approved positions and in accordance with relevant regulations.
 - apply knowledge of Children's Services Award and provisions.
- Provide and document regular supervision and support to Assistant Coordinators.
- Step in as a floating educator and perform on the floor duties at Rainbow Region Kids services when required to support operational coverage or maintain ratios.
- Lead Rainbow Region Kids to actively support every child to participate in the program and ensure the program promotes children's agency choices and influence.
- Manage the process to ensure effective documentation of children's learning in accordance with the service philosophy, the Quality Improvement Plan, Service Inclusion Plan and the My Time our Place outcomes.
- Conduct and document regular audits to ensure staff and children effectively utilise health and hygiene practices, including meeting all regulations relating to food safety and preparation, medical management plans, risk management plans, policies, and procedures.
- In collaboration with Assistant Coordinators develop, document and review Self-Assessments, Quality Improvement Plans



(QIP), service philosophies, and service inclusion plans.

- Co-ordinate service operations including WHS, program planning, staff training.
- Maintain day to day service expenditure and reporting in line with budget and delegation.
- Accurately complete and maintain all comprehensive records and reports, in accordance with Community Gateway's procedures.
- Perform other duties as directed by management.

Professional accountabilities

- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide meetings.
- Contribute to the development of Community Gateway through participation in organisation-wide planning and review processes, annual performance appraisals and other activities, as required.
- Participate in professional development opportunities as required and keep up to date with current industry trends, organisational policies and relevant legislation.
- Positively and constructively represent our organisation to external contacts.

Version 10

CEO approval: 28/07/2025

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