



Many tracks, one road, sustaining community.
Northern Rivers Community Gateway

Position description

Communications Officer

About Community Gateway

Community Gateway has been supporting people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited, against the Quality Improvement Council Health and Community Services Standards 7th Edn 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 strategic priorities include connection to community, progressive and planned growth and influence and leadership*

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.
- Child and young adult sexual assault counselling.
- Counselling for children and young adults displaying harmful sexual behaviours.
- Counselling for adult survivors of sexual assault.
- Parents Under Pressure program.
- Family case management.
- Community hub (intake, assessment, assisted referral)
- Services that build individual capacity.
- Emergency relief (including energy assistance) 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.

More details about our organisation and services can be found on our website

nrcg.org.au.



Position overview

Details

Position title

Communications Officer

Branch

Executive Team

Reports to

Chief Executive Officer (CEO)

Award

Social, Community, Home Care and Disability Services Award 2010

Level

Level 5

Term

Permanent part-time

Location

Your position is primarily based at 76 Carrington Street, Lismore, NSW however you may be required to travel across the NSW Far North Coast region and to work at other sites during your employment.

Please note mandatory staff meetings are held at 76 Carrington Street Lismore, NSW 2480.

Summary

The Communications Officer's role is to ensure Community Gateway communications are targeted and effective.

The position will work in conjunction with Management to develop and implement strategies to promote programs and services that deliver on Community Gateway's strategic directions.

Selection criteria

Essential

1. Relevant tertiary qualifications in a related field with a minimum of 2 years relevant working experience.
2. Demonstrated knowledge and experience in working in marketing, communications, public relations or similar role.
3. Ability to manage multiple projects that meet deadlines.

4. Excellent interpersonal, written and communications skills, with sound proficiency in content creation across a range of social media contexts.
5. Demonstrated ability to implement an external communications strategy.
6. Highly developed interpersonal skills, including the ability to effectively negotiate and liaise with a wide cross section of people, including internal staff, partners, service providers and the wider community.
7. Experienced design skills with use of Adobe suite and Canvas.
8. Excellent computer skills with experience in website maintenance.

Additional requirements

1. Current NSW driver licence.
2. National police check.

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

- In consultation with management develop and implement media strategies to market and promote Community Gateway programs and services.
- Develop and deliver communications strategies for events and forums.



- Develop and pitch proactive media opportunities in consultation with CEO and managers.
- Prepare and distribute media releases approved by the CEO.
- Lead the production of Community Gateway communication materials: brochures, e-newsletters and other promotional material.
- Maintain Community Gateway websites.
- Develop, coordinate and implement social media activities including updates on Twitter.
- Develop online communication material including video content.
- Develop and maintain media contacts.
- Maintain the production of a range of publications including Community Gateway annual report.
- Accurately complete and maintain all comprehensive records, reports, case notes and outcomes in accordance with Community Gateway procedures.
- Provide monthly reports using qualitative and quantitative data.
- Identify and develop risk mitigation strategies relevant to your role and ensure this is documented in your agreed Work Plan.
- Perform other duties as directed by management.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation our organisation to external contacts at all opportunities.

Version 5

CEO approval 21/01/2026

Position Number: EX-CO-001

Service accountabilities

- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with Community Gateway's procedures.
- Provide monthly project reports incorporating findings, outcomes and project recommendations.
- Perform other duties as directed by management.

Professional accountabilities

- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.