



Position description

Program Support Officer

About Community Gateway

Community Gateway has been supported 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

Program Support Officer

Program

Northern Rivers – OOSH & Sexual Health Hub

Branch

Business Support

Reports to

Senior Manager – Business Support

Award

Social, Community, Home Care and Disability Services Industry Award 2010

Level

3

Term

Permanent part-time

Probationary period

Six months

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 Administration Assistant will aid in outside school hours care enrolments, fee allocation and debt collection, OWINA childcare management system management, and office support as required, contributing to the effective and efficient delivery of the Rainbow Region Kids outside school hours care services.

Selection criteria

Essential

1. Relevant qualifications in administration and/or relevant working experience.
2. Excellent verbal and written communication skills, and the ability to interact with parents and users of the Rainbow Region Kids services.
3. Ability to gain knowledge and apply administrative practices, policies and procedures relevant to children's services.
4. Ability to work as part of a team, under general supervision.
5. Ability and willingness to gain knowledge of statutory and funding requirements for children's services.
6. Competent computer skills, including the use of Microsoft Office 365 and other digital platforms.

Desirable

1. Experience using OWINA or other childcare management systems.

Additional requirements

1. Current NSW Working with Children Check.
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

- Data entry in OWNA system including enrolments, bookings, attendances.
- Confirmation of weekly attendance submissions via OWNA.
- Administration of inclusion support hours online through OWNA system.
- Use of digital platforms to encourage referrals, build networks, and encourage engagement with parents, carers and schools who use the services.
- Provide administration support to Rainbow Region Kids team.
- Receipts of fees and reconciling funds.
- Provide analytical data and reports from OWNA as required.
- Work productively as part of a multi-disciplinary team.
- Network, build and maintain relationships with schools, families and other key stakeholders.
- Undertake other additional duties as requested by managers and CEO.
- Act as designated backup to perform monthly billings reconciliation, resolving Medicare batch errors and adjusting entries using Best Practice software.

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.
- 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.
- 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 at all opportunities.

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