

POSITION DESCRIPTION

Youth Connections Coordinator

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.
- State-wide financial inclusion coordination
- 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.
- Connect IRL youth program
- Lismore Neighbourhood Centre
 - Community Strengthening
- Casino Neighbourhood Centre
 - Community Strengthening
 - Wellbeing and safety
- Energy accounts payment assistance
- Food Rescue
- Emergency relief
- Tax help
- Sexual health hub
- Volunteer management.
- Aged Care Community Visitors Scheme
- Connecting Seniors
- Supported playgroup.
- Accredited OOSH for school-aged children

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

nrcg.org.au.



Position Overview

Position title

Youth Connections Coordinator

Branch

Clinical Services

Reports to

Senior Manager - Clinical Services

Award

Social, Community, Home Care and Disability Services Award 2010

Level

Level 5

Term

Fixed-Term

Location

Your position is primarily based at 76 Carrington St, 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.

Summary

The Youth Connections Coordinator - Our Time, Our Space coordinates the delivery of a youth-led wellbeing program that aims to reduce loneliness and social isolation among young women across the Northern Rivers.

Working from a strengths-based, trauma-informed and culturally responsive approach, the position facilitates group programs, coordinates volunteer mentors and community partnerships, and supports program planning, reporting and evaluation to achieve positive outcomes for participants and funding objectives.

Selection Criteria

Essential

1. Relevant tertiary qualifications and/or equivalent experience in Youth Work, Community Development, Social Work, Human Services or a related field.
2. Demonstrated ability to coordinate community-based programs or projects that achieve positive outcomes for young people.
3. Demonstrated interpersonal skills with the ability to engage and support young people using strengths-based, trauma-informed and culturally responsive approaches.
4. Demonstrated experience facilitating group activities, workshops or community engagement programs.
5. Ability to establish and maintain effective relationships with participants, volunteers, schools, Aboriginal organisations and other community stakeholders.
6. Demonstrated ability to plan, coordinate and evaluate program activities while managing competing priorities and meeting funding requirements.
7. Proficient in the use of Microsoft desktop products and client relationship management systems.

Additional requirements

1. Current NSW driver licence.
2. NSW Working with Children Check
3. National police check.
4. Ability to undertake regional and overnight travel for program activities and retreats

Position Purpose and Values

- Actively support Community Gateway 's vision, strategic priorities and values.
- Contribute to a workplace free from discrimination, harassment and bullying 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

- Coordinate the planning, implementation and evaluation of the Our Time, Our Space program in accordance with funding objectives, organisational policies and program timeframes.
- Recruit, engage and support young women to participate in program activities using strengths-based, trauma-informed and culturally responsive practice.
- Plan, coordinate and facilitate youth-centred group sessions that promote social connection, wellbeing, leadership and resilience.
- Coordinate volunteer mentor recruitment, onboarding, training and ongoing support to ensure safe and effective program delivery.
- Coordinate participant retreats, including accommodation, transport, venues, activities, logistics and risk management requirements.
- Develop and maintain collaborative relationships with schools, Aboriginal organisations, youth services and community partners to promote the program and strengthen referral pathways.
- Encourage meaningful youth participation and leadership opportunities throughout the program, including supporting peer leadership initiatives.
- Monitor participant wellbeing and respond appropriately to safeguarding, risk management and mandatory reporting obligations.

- Obtain participant consent and accurately maintain client records, case notes, program documentation and volunteer records within organisational systems.
- Collect program data, participant feedback and outcome measures to support evaluation, reporting and continuous quality improvement.
- Monitor program activities against funding objectives and contribute to reports required by management and funding bodies.
- Promote culturally safe, inclusive and child safe practices across all aspects of program delivery.
- Assist with administrative functions relating to program coordination, scheduling, resource management and reporting.
- Undertake 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.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation our organisation to external contacts at all opportunities

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