

## COMMUNITY LEARNING CENTRE

### POSITION DESCRIPTION

<b>Position Title:</b>	Program Coordinator
<b>Section:</b>	All centre programs including ACFE funded courses
<b>Accountable to:</b>	The Centre Manager
<b>Location:</b>	Rowville Neighbourhood and Learning Centre (trading as Community Learning Centre), 40 Fulham Rd Rowville
<b>Hours of work:</b>	Permanent Part Time, 20 hours per week (over four days)
<b>Date:</b>	Term 4, 2022
<b>Award/agreement:</b>	SCHADS (NHACE Agreement 2016 – 2018)

### About the Community Learning Centre

The Community Learning Centre (CLC) was established in August 1995 to offer alternative learning opportunities for adults and children. Since those early days CLC has grown both physically and in the range of programs offered.

CLC delivers government-funded pre-accredited training, recreational and hobby courses, social groups, volunteering opportunities, and charity works.

All these activities operate within a strong commitment to, and philosophy of, community development, social justice, and lifelong learning. This is reflected in CLC's vision, mission statement, and statement of purpose. It is essential that applicants can relate to, and communicate effectively with, a wide variety of individuals and groups including staff, volunteers, and external stakeholders.

### Position Purpose:

The Program Coordinator is responsible for overseeing and maintaining all elements of Adult, Community and Further Education. This is done by :

- Effectively coordinating all programs offered by the House, incorporating planning, implementation, evaluation and reporting
- Supporting tutors/contractors in their role to ensure smooth and effective program delivery is maintained
- Exploring opportunities for new program offerings and innovation and ensuring continuous improvement processes are maintained

## **Key duties and responsibilities:**

### **1. Program Coordination**

- To undertake the planning for all centre programs including ACFE funded courses (annual delivery plan) and Fee For Service courses and workshops.
- Ensure the Community Learning Centre meets its contractual obligations as per the ACFE Delivery Plan.
- Evaluate (ACFE – moderation) all courses on a regular basis to ensure relevance and continuous improvement processes are implemented.
- Work with the Centre Team to design and produce a Course Guide (each term), as well as other promotional materials as required, in consultation with the Centre Manager and the tutors.
- Work with the Admin Officer to ensure the website content is current and accurate.
- Provide tutors/contractors with operational support and liaise in relation to course registrations, materials, promotion and any other requirements, to ensure effective delivery of programs.
- Work with the Centre Manager on projects and promotions with other key stakeholders/ partners and community organisations.
- Assist the Centre Manager with the development and/or review of policies, procedures, guidelines and handbooks.
- In conjunction with Centre Manager and Centre team, undertake community engagement activities and processes to support innovation and ensure the centre offerings align with community needs.

### **2. Reporting, Administration & General Duties**

- Maintain and manage all required information in the VETtrak system in a timely manner.
- Complete all ACFE reporting requirements.
- Providing a monthly report to the Centre Manager on Centre activities and ACFE Compliance.

### **3. Relationships and Partnerships**

- Develop and maintain effective working relationships with funding bodies, partner organisations and other community stakeholders.
- Develop and maintain positive relationships with community members.

### **4. Organisational Relationships**

- Responsible to: Centre Manager
- Responsible for: Tutors/Contractors
- Collaborates with: CLC staff and Board, volunteers, external stakeholders and partners

## 5. Key Selection Criteria

- Tertiary qualification in Community Development or other relevant discipline and/or previous experience in a similar role.
- High level organisational and time management skills with the ability to meet deadlines, prioritise tasks and manage a range of functions within a busy reception and office space.
- Well-developed administrative skills with strong attention to detail.
- Self-motivated with an intrinsic desire to strive for excellence.
- Highly developed communication skills, including strong customer service skills and a well-developed ability to work with diverse populations, and with a broad range of community and business partners and stakeholders.
- Strong computer skills in the MS Office suite, Google Workspace and a working knowledge of accounting software and databases (eg: student management system)
- Demonstrated ability to work effectively in a team environment in a consultative manner, as well as to work independently under limited supervision.
- Ability to exercise discretion and respect confidentiality.

### Desirable:

- Previous experience working in a Neighbourhood House or the Community Services sector.
- A working knowledge of content management systems/software, desktop publishing programs graphics and photo editing applications, and social media platforms.

### Other information

- 2 Referees must be provided
- 6-month probationary period will apply to the appointee
- Current police check and working with children check
- Driver's license preferred

Further information regarding the position can be obtained by emailing the Manager at the email address below.

Applications, including recent resume and relevant experience, should be forwarded to the Manager at the Community Learning Centre by midnight 08 September 2022 using the email [manager@communitylc.org.au](mailto:manager@communitylc.org.au).

Only applications forwarded to this email address will be considered.