

**Position description:** Community Programs Coordinator

**Reports to:** Corporate Services Manager

**Relationships:** General KNAC office staff, KNAC members, and stakeholders.

### **The role**

KNAC is the endorsed and authorised heritage service provider for the Nyiyaparli people. Based in Port Hedland and surrounds, the Community Programs Coordinator is responsible for development of programs and the coordination of these which ensure diversity and fit for individuals 'needs.

The primary objective of the Community Programs Coordinator will be to coordinate member access to community service programs and outreach activities, including community events, workshops, and other value add activities. The ideal candidate will have a track record of providing quality services within person-centred or community programs. This will ideally include experience supporting members who have complex needs.

### **Key Accountabilities**

- Work closely with community members to ensure that member community activities are valued, impactful and relevant.
- Programs will support healthy lifestyle, education, social and emotional, health, employment, and training
- Utilise KNAC member and stakeholder network and seek out further connection to existing indigenous community programs within the Pilbara, to respond to the needs of members (new and existing).
- Work with community agencies, specialist providers and local government department to improve access to culture and linguistically appropriate support to meet the challenges and aspirations of Nyiyaparli members
- Connect and engage with remote communities, such as Jigalong, Cotton Creek, Jinparinya, Nullagine etc.
- Engage and support members with limited written and verbal English with service provision through development of relevant links with community based and government support.
- Arrange equipment and space required for activity delivery to develop Nyiyaparli with specific skills.
- Work collaboratively with local service providers to support addressing any identified barriers to skill development
- Promote new ideas, plans and concepts with management to ensure the continuous growth of the community led activities
- Assisting with the provision of recreational and social programs that enhance the wellbeing of our members

### **Daily Tasks**

- Support planning and coordination of programs and its activities to our KNAC members
- Ensure implementation of policies and practices inline with our community values
- Maintain budget and track expenditures/transactions

Community Programs Coordinator

- Coordinate any communications through media relations, social media etc. to promote the community program
- Help build positive relations within external stakeholders with a shared interest in our members
- Schedule and organise meetings/events and maintain agendas
- Keep updated records and create reports or proposals
- Support growth and program development

**To be successful in this role you will:**

- Experience working within Nyiyaparli people
- Demonstrated ability to work independently, plan and take initiative
- Established, internal and external stakeholder management along with negotiation and problem-solving skills
- Desirable Degree or equivalent experience in project coordination, community development and support services
- Experience project managing programs of work to tight deadlines and key milestones
- Be a proven all-rounder with an innovative mindset who can deliver exciting content on specific topics suited to our members needs
- This role requires an individual who is happy to be operational in implementing daily community activities
- Advanced decision-making skills with proven ability to lead, align and inspire team members as the community service program develops
- Strong interpersonal communication skills with the ability to develop and maintain working relationships with a range of stakeholders , manage conflicts of interest and practice confidentiality and privacy values

**SCHEDULE 2 - KEY PERFORMANCE INDICATORS**

<p>Contribute to the development and facilitation of program activities which meet the needs of the member users in consultation with other relevant stakeholders.</p>	<p>Support is provided for clients in accordance with KNAC members interests, with positive results and quality outcomes.</p> <p>Provide where possible positive suggestions through monthly reporting on service development.</p>
<p>Promote and support service activities in accordance with inclusive and client-centered practice principles.</p>	<p>Programs reflect individual member needs, abilities, culture, and diverse interests.</p> <p>Prepare 2 training sessions to share with members. Topic to be discussed and approved by your direct line Manager.</p>

<p>Deliver high quality service to people based on best practice principles.</p>	<p>Using evidence-based practice and outcomes measurement and participating in service evaluation.</p>
<p>Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to our members.</p>	<p>Influential relationships are created with external bodies for the development of KNAC community programs and advancement of needs of our members.</p>
<p>Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect, and trust.</p>	<p>Benchmarks are met regarding initial planning meetings, case load, individual sessions, group provision, and program policy and procedures.</p> <p>Hold one monthly group session on topics relevant and meaningful to our members.</p>