



Shire of Leonora

Our Vision:

"That the Shire of Leonora is a proactive, sustainable, safe, friendly, and prosperous place to be."

POSITION DESCRIPTION

POSITION TITLE:	Community Resource Centre Coordinator
DIVISION:	Community Services
EMPLOYMENT TYPE:	Permanent Full Time
AWARD/AGREEMENT:	Local Government Officers (WA) Award 2021 Level 4

POSITION OBJECTIVES

The Community Resource Centre Coordinator is responsible for facilitating access to state government and community information and services, ensuring that individuals, businesses, and the broader community are supported in meeting their informational, social, and economic needs.

The role works to strengthen local capacity by enabling businesses and the workforce to engage in activities and initiatives that enhance skills development and contribute to sustainable economic growth within the community. It also plays a key role in fostering community connection by supporting access to programs and opportunities that build social inclusion and community wellbeing.

In addition, the position serves as the primary point of contact for tenants and members of the public at the JG Epis Centre, delivering high-quality customer service and ensuring the Centre operates as a welcoming, responsive, and accessible hub for community engagement.

EXTENT OF AUTHORITY

- Liaise directly with Manager Community Services in all work-related matters
- Report recommendations to Manager Community Services for approval
- Carry out all duties to required standards, in a manner ensuring safety of both the public and council employees

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Manager Community Services
Supervision of:	Job Support Hub Officer, Community Resource Officer
Internal Liaison:	Managers and Staff

Position Description: Community Resource Centre Coordinator

External Liaison: Tourists/Visitors
Residents and General Public
Consultants and Contractors
Council suppliers, debtors and creditors
Other government organisations
Other agencies and organisations

KEY DUTIES/RESPONSIBILITIES

Under the direction of the Manager Community Services, key duties will include:

- Opening of the JG Epis Centre daily and ensure it is secure prior to closure
- Coordinate and oversee the delivery of Job Support Hub services, including supervision of staff, monitoring program outcomes, reporting requirements, and ensuring effective support is provided to job seekers, employers, and training providers within the community.
- Supervise and perform frontline service and general enquiries, including sales, office bookings, receipt of cash or donations, and deliver general administrative duties including answering phones/emails and obtaining quotes etc
- Maintain financial records, including adequate systems for end-of-day cash reconciliations, banking reports and provision of information for debtor invoices in consultation with the Shire of Leonora administration office to ensure organisational compliance and adherence to procedures
- Report maintenance issues for the JG Epis Centre in the appropriate manner to ensure organisational compliance and adherence to procedures, following up to ensure satisfactory completion
- Assist with regular updates of the CRC website
- Social media updates in consultation with the Manager of Community Services, to ensure organisational compliance and adherence to procedures
- Delivery of staff/volunteer inductions, training and procedures relative to the CRC
- Preparation of statistical reports on the usage of the JG Epis Centre and assist with other reports and grant applications as and when required
- Implement activities and programs for the Community Resource Centre as outlined in State Government Service Agreement
- Collate data and maintain statistical reporting required for State Government Service Agreement in a timely manner and in the correct format
- Undertake training, if necessary, in new developments in education, training, communication, technology, information and business enterprise
- Ensure all policies and procedures are implemented and adhered to relating to membership, usage, data collection, financial management and other operations of the JG Epis Centre

- Ensure that information on relevant community resources is available to CRC members and the public
- Assist the public to obtain education, training services and/or any other resources which they require
- Assist with monitoring of contracts such as lease agreement, user agreements, cleaning contracts, security contracts, for the JG Epis Centre and make sure they are being adhered to
- Supervise and operate the Toy Library during Toy Library Opening Hours
- Undertake tasks as directed by the Manager Community Services as requested
- Comply with Occupational Health & Safety Legislation and promote safe work practices

Any other duties as directed by the Manager Community Services.

PERFORMANCE OF DUTIES

- While on duty, staff will give their whole time and attention to the Shire of Leonora's business and ensure that their work is carried out efficiently, economically, and effectively, and that their standard of work reflects favourably both on them and on the Shire.
- Staff must also perform their duties impartially and in the best interests of the Shire of Leonora uninfluenced by fear or favour.
- The Shire of Leonora recognises its legal obligations under the Equal Opportunity Act 1984 and Amendment 1992 and will actively promote equal opportunity based solely on merit to ensure that discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.
- Staff must comply with the Employee Code of Conduct, including but not limited to all Shire policies and procedures.
- Staff must comply with State Records Act 2000 Record Keeping requirements and legislation. All employees of the Shire of Leonora are responsible for ensuring the records relating to the business activities of the Shire are captured into the electronic record system.

CAPABILITY REQUIREMENTS

Knowledge and Skills

- Demonstrated commitment to the provision of high-quality customer service
- Sound face-to-face and written communication skills
- Developed time management and organisational skills
- Developed numeracy skills and basic money handling procedures
- Demonstrated experience requiring the use of Windows, Excel, MS Word and website knowledge
- Ability to meet deadlines and commitments

Position Description: Community Resource Centre Coordinator

- Ability to promote ideas and activities and demonstrate marketing skills
- Ability to work as part of a team as well as working unsupervised

Qualifications/Training - Essential

- Completion of Year 10 (or equivalent)
- Current "C" Class Driver's Licence
- Current National Police Clearance (or ability to obtain)
- Working with Children Check
- Training courses and/or appropriate on job training

KEY SELECTION CRITERIA

Selection will be based on the applicant's ability to demonstrate that they can meet the skills, knowledge, qualifications, and experience criteria listed below and contained in the Position Objectives.

The following criteria are considered highly desirable for the full functioning of the position:

- Demonstrated commitment to the provision of high-quality customer service and excellent public relations skills
- Demonstrated ability to work as part of a team and participate positively in workplace change as well as working unsupervised
- Well-developed written and oral communication skills
- Developed typing and computer skills and literacy in the Microsoft Office suite of products and the internet
- Previous experience in a similar position either in public or private sector or in a voluntary capacity
- Developed public relation skills
- Ability to promote ideas and activities and demonstrate marketing skills
- Ability to monitor basic contracts such as cleaning, security and lease agreements
- Knowledge of cash handling and receipting procedures

The following criteria are considered desirable for the full functioning of the position:

- Understanding of Government programmes in support of Community Development
- Previous experience in the operation of a Community Resource Centre
- Experience in small business management
- Contract management
- Knowledge of local government operations
- Understanding of records management systems and compliance with State Records Act 2000

WORK SAFETY & HEALTH RESPONSIBILITIES

Staff have a responsibility to:

- Participate in the development of a safe and healthy workplace
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Co-operate with management in its fulfilment of its legislative obligations
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- To report any injury, hazard, or illness immediately, where practical to their supervisor
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment

GENERAL INFORMATION

This position description is indicative of the type of duties to be undertaken, and the employee accepts that the organisation may require the employee to carry out other duties which are within the employee's skill and competence.

In addition, due to the nature of work with this position and need for timeframes to be met, it is essential that the incumbent is flexible in being able to work when required, including attendance at non-business hours meetings, workshops and the like.

Position Acknowledgement and Acceptance:

T Matson

_____	_____	_____
Chief Executive Officer	Signature	Date
_____	_____	_____
Position Holder	Signature	Date

This position description will be reviewed annually as part of the annual performance appraisal process.

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