



Shire of  
**Narembreen**  
Together we grow

**POSITION OF**  
***Community Resource  
Centre Coordinator***

**Last Reviewed: March 2023**

**1. TITLE**

Community Resource Centre Coordinator

**2. LEVEL**

Local Government Officers Award - Level 8

**3. POSITION OBJECTIVES**

3.1 Ensure that the most appropriate and effective services in education, training, communication, information, events and business are promoted and provided to the community

3.2 Provide community members with access to government and community information and services

3.3 Oversee and manage the day-to-day operations of the Community Resource Centre including employees

3.4 Comply with all Department of Primary Industries and Regional Development contract requirements

**4. DESIRED SKILLS AND ATTRIBUTES**

4.1 Skills

- Highly developed verbal and written communication skills
- Ability to effectively supervise staff
- Demonstrated leadership, team building and supervisory skills
- Developed time management and organisational skills
- High quality customer service and well developed interpersonal and public relations skills
- Well-developed ability for problem solving and conflict resolution
- Developed computer literacy skills.

4.2 Knowledge

- Working knowledge of office management practices
- Developed knowledge of community
- Working knowledge in the preparation of grant applications and acquittals
- Understanding of the workings of Local Government
- Proven record of continued professional development

#### 4.3 Experience

- Demonstrated experience in community development & delivery of events and training courses
- Experience with modern office technology including – computers, internet, Microsoft office software, printers and photocopiers.

#### 4.4 Qualifications/Training

- Experience in a similar position or qualifications in the area of Business Management is desirable
- Hold a current C class drivers licence
- Current or ability to obtain a Working with Children Check and Police Clearance

### **5. KEY DUTIES/RESPONSIBILITIES**

#### Customer Service

- Ensure customer confidentiality is maintained
- Promote membership of the Narembeen Community Resource Centre
- Provide and promote the services provided by the Narembeen Community Resource Centre (including Department of Human Services and other commission-based clients)
- Engage with target groups such as the disadvantaged, youth and elderly to access the Community Resource Centre services
- Provide tourist and visitor information and services.

#### Administration and Management

- Manage the day-to-day operations of the Narembeen Community Resource Centre and its staff, including promotion and upskilling of all staff and trainees
- Be responsible for the support and supervision of volunteers
- Manage community library, including book exchange and early childhood programs
- Coordinate the delivery of community training, programs and events, including civic events (Australia Day & ANZAC Day) in alignment with the Shire's Strategic Community Plan and DPIRD's contract
- Seek out and apply for grant funding to assist with events/workshops and ensure that funding requirements are met
- Prepare the annual budget for the CRC, library and gym
- Coordinate and manage gym memberships
- Coordinate the development and implementation of the Community Wellbeing Plan
- Delivery of SOCK Week initiative

#### Research, Planning and Marketing

- Supervise all content management of Shire and CRC Facebook Pages
- Assist with the content management of the Shire website
- Prepare weekly newsletter 'The Fencepost'
- Initiate and maintain revenue generating programs and projects
- Assess and create educational and business opportunities in the community

#### Reporting

- Record daily statistics and report to Department of Primary Industries and Regional Development and all other grant funding bodies as and when required

#### Other duties

- Other duties as directed by the EMCS

## 6. ORGANISATIONAL RELATIONSHIPS

### 6.1 Responsible To

Executive Manager Corporate Services

### 6.2 Supervision Of

CRC Customer Service Officer

CRC Administration & Communications Officers

CRC Trainee

### 6.3 Internal and External Liaison

#### **Internal**

Chief Executive Officer

Executive Manager Corporate Services

Office Staff

#### **External**

Councillors

Suppliers

General Public

Representatives of Library Services and Government Departments



## **7. EXTENT OF AUTHORITY**

7.1. Works under limited direction of the Executive Manager Corporate Services within confines of standards, procedures and policies.

7.2. Responsible for checking own work and the work of others involved with the CRC to ensure accuracy and good presentation.

**SELECTION CRITERIA  
COMMUNITY RESOURCE CENTRE COORDINATOR POSITION**

**ESSENTIAL**

1. Highly developed communication skills, both written and verbal.
2. High quality customer service and public relations skills
3. Working knowledge in the preparation of grant applications and acquittals
4. Knowledge of finance and business management practices
5. Ability to demonstrate leadership and supervisory qualities
6. Demonstrated ability to plan, organise and prioritise workloads in order to agreed timeframes
7. Sound understanding of modern office technology including – computers, internet, Microsoft office software, printers, photocopiers

**DESIRABLE**

8. Demonstrate a basic understanding of Local Government workings and functions
9. Proven credentials in running events, projects and/or training courses
10. Experience in a similar position or study in the area of Business Management

# Shire of Narembeen Staff Organisational Structure – Dec 2022

