



## NAVIGATOR AND HOUSE OPERATIONS POSITION DESCRIPTION

### **12 month Fixed Term position**

#### ***Introduction:***

Milpara Community House receives funding from the Department of Families, Fairness and Housing (VIC) through the Neighbourhood House Coordination Program (NHCP) and the Department of Education and Training: Adult and Community Further Education (ACFE). Milpara Community House is managed by the Manager and administered by a Committee of Governance.

#### ***Vision and Mission Statements and Goals of Milpara Community House***

***Vision Statement:*** People in the Korumburra district have access to new skills, personal development and community networks.

***Mission Statement:*** To be the focal point for the delivery of a range of services and learning opportunities

#### ***Key Goals:***

- Goal 1: Deliver innovative, relevant, quality and accessible services
- Goal 2: Encourage personal and community growth
- Goal 3: Drive community change

#### ***Position Objectives:***

- ❖ To assist with the operations of Milpara Community House under the direction of the Manager
- ❖ To support the aims and objectives of Milpara Community House, its Committee of Governance, volunteers and fellow workers.
- ❖ To work in a team to provide high quality social, educational and recreational programs.
- ❖ To liaise with funding agencies, government and non-government organisations and the community.

#### ***Accountability:***

The Navigator and House Operations Assistant is responsible to the Manager who is employed by Milpara Community House. The Manager is directly accountable for their duties to the members of the Committee of Governance via the President.

### ***Key Responsibilities and Duties:***

- ❖ Provide assistance to community members to navigate pathways through information, devices, agencies and service systems
- ❖ Assist with daily activities as directed by the Manager
- ❖ Assist with the promotion of adult education classes to meet the funding criteria of the Adult Community and Further Education and that meet the needs of the community.
- ❖ Assist with accountability of all funding obtained including statistical collection and reporting.
- ❖ Assist with the management of the assets of Milpara Community House including the premises, office and computer equipment.
- ❖ Assist to maintain the security of the premises, data and equipment.
- ❖ Attend professional development opportunities as required.
- ❖ Promote and encourage participation in and use of Milpara's social, welfare, recreational, educational and community facilities and activities.
- ❖ Act as a referral point for community members.
- ❖ Ensure that the co-operative and welcoming ethos of Milpara is maintained.
- ❖ Assist in the management of the receipt of money and petty cash system.
- ❖ Assist in providing operational support to the Visiting Counsellors, Centrelink and other house users.
- ❖ Maintain strict confidentiality in all dealings with house users and members of the public seeking support.
- ❖ Assist in encouraging volunteer involvement and provide training, support and supervision of volunteers.
- ❖ Assist with the monitoring of the impact of Milpara programs and services and liaise with welfare organisations.
- ❖ Assist the Manager and Program Coordinator to ensure compliance with OH&S legislation and the range of relevant Victorian/Australian legislative structures is managed within the requirements of the Agency.
- ❖ Assist with the implementation of procedures to identify and respond to broader community needs and assist with the formal surveying of the community on a regular basis.

### ***Hours, Conditions and Salary:***

This position is 20 hours per week during school terms for Community Navigator and House Operations duties. Flexibility is required for periods of leave by other staff when additional hours of work will be negotiated.

The commencing salary will be based on Schedule 3B: Neighbourhood House Employees Level 4, 1<sup>st</sup> year within the Neighbourhood Houses and Learning Centres Workplace Agreement 2018. As at 1 July 2022 this equates to \$39.26 per hour. A travel allowance is available at award rates. Employer

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contributed superannuation applies. Employer contributed Portable Long Service Leave is applicable to eligible employees engaged in the community services sector.

The applicant will be appointed to this part time fixed term position after a satisfactory probationary period of three months. Remuneration of this position will be evaluated and reviewed at the end of the probationary period.

***Key Selection Criteria:***

- Demonstrated ability to relate well to people from a variety of backgrounds.
  - Demonstrated ability to maintain strict confidentiality in all dealings with House Users and people seeking assistance.
  - Excellent communication skills at all levels.
  - High level of computer literacy, including proficiency in the Microsoft Office Suite, social media platforms and demonstrated ability to learn new systems.
  - A demonstrated ability in record keeping, time management; self-motivation; to be well organized; and to work with minimal supervision.
  - An understanding of the issues related to socially disadvantaged and isolated people.
  - Willing to undertake further professional development as required.
  - Demonstrated experience in basic cash handling (e.g. receipting money and petty cash)
  - Demonstrated understanding of human service systems
  - A current driver's licence (preferred)
  - Satisfactory Police Records Check and Working with Children's Check. (essential)
  - Current First Aid Certificate (preferred)
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