



Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged. Maleny Neighbourhood Centre builds community networks, responds to diverse local needs and delivers Emergency Relief.

In the Heart of Maleny...

17 Bicentenary Lane
Maleny, QLD, 4552
Phone: (07) 5499 9345
Email: info@malenync.org.au
Open Mon - Fri: 9am - 3pm
and booked activities anytime



ABN: 33 095 644 692

Thank you for your interest in the position of Community Centre Officer at the Maleny Neighbourhood Centre (MNC). The following document contains all the information you will need to apply. A full Position Description is attached.

Preamble

The MNC is a welcoming, multifunctional community space in the heart of Maleny that provides opportunities for community connection and wellbeing for young people, families and the broader community. Our mission is to foster resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

The MNC is seeking a Community Centre Officer to provide a first point of contact for people wishing to utilise the services offered by the MNC.

The position is a paid traineeship and is contingent upon eligibility and a successful application under the "Boosting Apprenticeships Commencements" scheme at Certificate III level.

Position Title: Community Centre officer

Location: Maleny, Queensland

Responsible to: Volunteer Support Worker

Roles Reporting to this Position: Volunteers

Award: Social, Community, Home Care and Disability Services Industry Award 2010

Hours of Duty and Salary Range:

From 15 hours per week, commensurate with award level

Status: Permanent part-time, fixed term for duration of traineeship.

MNC is a not-for-profit organisation and the continuation of this role upon completion of the traineeship is subject to funding.

Key Selection Criteria:

The successful applicant must be:

1. Willing to complete a traineeship under the Boosting Apprenticeships Commencements scheme at Certificate III level in Business or Community Services
2. A warm welcoming person who engages with people easily
3. A person with a calm disposition with highly developed emotional resilience
4. Non-judgemental and respectful of diversity
5. A caring person who responds to people with compassion and respect
6. Well-developed written, verbal and digital communication skills
7. A person who works well with team approaches and is committed to co-operative practice

Other aspects associated with this position

- Applications from First Nations people and people from culturally and linguistically diverse backgrounds are strongly encouraged to apply
- Occasionally an extension of regular working hours or work outside usual office hours may be required – eg. for specific events
- A current Blue Card or ability to obtain a blue card prior to commencement
- The duties of this position may be adapted to changing needs, or in response to organisational development processes

To apply, please provide:

1. Your current CV and a short covering letter
2. A statement of claims addressing the seven selection criteria listed above
 - a. Please read the Selection Criteria and the attached Position Description before applying
 - b. Please limit your written response to 200 words per criterion
 - c. Please provide examples of your ability to meet or exceed each criterion
3. The names and contact details for two referees, including your most recent manager

Please email your completed applications to Malenync.recruitment@gmail.com

MNC will treat your application confidentially in accordance with our privacy statement, which will be made available upon request.

If you have any questions about the position, please contact the president of the MNC Management Committee, Ian Demack, on 0421 339 416

Applications must be received by 29th May 2022



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POSITION DESCRIPTION MALENY NEIGHBOURHOOD CENTRE COMMUNITY CENTRE OFFICER (CCO)

Purpose of Position:

The CCO will be positioned at front reception to provide a first point of contact for people visiting, phoning, emailing and utilising social media to access the Maleny Neighbourhood Centre.

The Community Centre Officer will work under the direction of Volunteer Support Worker (VSW) and has some delegated authority from the VSW.

Community Centre Officer Personal attributes required:

1. A warm welcoming person who engages with people easily
2. A person with a calm disposition with highly developed emotional resilience
3. Non-judgemental and respectful of diversity
4. A caring person who responds to people with compassion and respect
5. A person who works well with team approaches and is committed to co-operative practice

Community Centre Officer Specific Duties:

Key responsibilities:

1. Greet visitors and assist with the nature of their enquiry
2. Provide referral services
3. Provide Emergency Relief in accordance with organisational procedures
4. Answer telephone calls and emails and redirect as required
5. Collect and record statistics
6. Manage counter sales – eg. lunches, events, membership fees
7. Receipt all monies received.
8. Assist with general administrative duties

9. Assist with maintaining the general cleanliness and orderliness of the Centre both inside and outside (eg. daily COVID sanitisation, wiping down external tables, presentation of all office spaces.
10. Assist the VSW to recruit and supervise suitable volunteers
11. Complete all training requirements for a traineeship under the Boosting Apprenticeships Commencements scheme.
12. Other tasks may be allocated by VSW outside of the above tasks, appropriate to position/role as Community Centre Officer.

Community Centre Officer Key Performance Indicators

1. Visitors receive a positive experience and friendly connection with staff and volunteers within the organisation
2. Respectful and effective referral pathways operate for people to access the programs, services and activities of the MNC and external agencies
3. Office communication systems are managed to ensure timely and accurate communication across the organisation
4. Statistics are recorded in a timely manner
5. All monies received are receipted in a timely manner
6. Good working relationships are maintained through positive communication and teamwork.