POSITION DESCRIPTION
SUPPORTED PLAYGROUP COORDINATOR

Position Title	Supported Playgroup Coordinator
Reporting To	Team Leader-Family Services
Direct Reports	Nil
Work Location(s)	Clarence Valley
Employment Type	Part-time
Working Hours	48 hours fortnight -school terms only
Work Setting(s)	Community venues
About Livable	At Livable, our work is guided by our core values. These principles shape our service delivery, relationships, and commitment to supporting people with dignity and purpose: • **Compassion** – We show kindness, empathy and respect the dignity of others • **Innovation** – We seek to improve the customer experience through collaboration and creativity • **Integrity** – We are ethical, honest, professional and transparent. • **Excellence** – We strive to continuously improve what we do All staff are expected to embody these values in their daily work, creating a culture that is inclusive, empowering, and outcome-focused.
Pay Range/award	SCHADS Level 4.1

Position Purpose

To facilitate playgroup activities that support parents and carers to engage with their children through age-appropriate learning and play, while also providing opportunities to interact with others and build a sense of connection.

Key Accountabilities and Responsibilities

- Planning and implementation of developmentally appropriate activities for under school aged children in consultation with parents and carers

- Provide activities that are culturally appropriate and sensitive to the unique needs of a diverse community

- Undertake participant intake and assessment

- Maintain accurate and timely participant records, including recording of program related data.

- Collaborate with other professionals and community service providers to coordinate support for families

- Ensure that all practices adhere to organisational policy, ethical standards and legal requirements related to child protection and family welfare

- Recognise and maintain professional boundaries within self and participants ensuring work and personal issues remain separate

Key Challenges

- Balancing the needs of multiple families simultaneously
- Encouraging families to remain engaged within the program

Key Relationships

Internal	
Team Leader	- Escalate issues, propose solutions and provide updates - Ensure all programs are delivered in line with organisational policy and procedure and code of conduct
Work Team	Collaborate with the Family Services and broader teams to deliver an integrated, wrap around service that meets the holistic needs of families
External	
Participants	- Engage respectfully and responsively with participants to support their goals - Provide clear communication and involve them in decision-making about playgroup activities
Community Stakeholders	- Build and maintain positive relationships with community organisations, agencies, and service providers - Collaborate to strengthen referral pathways and enhance service integration

Eligibility Criteria

Qualifications	Minimum of Cert 111 in Early Childhood Education
Essential Requirements	- NDIS Worker Screening Check (State-based) - Current Driver's Licence - Working with Children's (WWC) check. - NDIS mandatory worker orientation module - First Aid Certificate + CPR
Essential Skills or Experience	- Intermediate skills working with Outlook, Publisher, PowerPoint and Excel. - Minimum of three years working in Community Services or an Early Childhood Education setting. - Knowledge of early childhood development and family dynamics. - Excellent written and verbal communication skills. - Ability to identify risk factors, provide referrals and advocate for families in accessing appropriate support.

Position Capabilities

This role is aligned with the Community Sector Workforce Capability Framework, which outlines the key skills, knowledge, and personal attributes needed to succeed. These capabilities help guide how we work together to deliver great outcomes for the people we support.

The Capability Framework is structured into nine key streams and four capability levels.

Below is the complete list of capability streams and levels.

Capability Stream	
Community and inter-agency relations	Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships
Professionalism	The skills associated with professional conduct, such as self-management, ethical behaviour, taking responsibility, problem solving and initiative
Communication	All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style
Leadership and teamwork	Leadership and issues associated with working together, such as dealing with difference, conflict, shared goals and team morale
Resources, assets and sustainability	The effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability
Service Delivery	Working with participants: it includes service delivery models, working with different types of participants, maintaining awareness of participant issues and ensuring participant dignity and confidentiality
Program management and policy development	The management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices
Change and responsiveness	Change management, and responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices
Governance and compliance	Systems and processes to implement the strategic plan and management of quality, risk, OHS and legislative compliance

Capability Levels			
Level	**Example Role**	**Description**	**Example**
Level 1	**Practitioner**	People working at this level do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs	Community worker, information officer, personal care attendant, community arts assistant, customer service officer
Level 2	**Advanced Practitioner**	People working at this level have well developed skills;	Volunteer coordinator, education officer, social

		they may take limited responsibility for the work of others	worker, psychologist, case manager, drug and alcohol counsellor
Level 3	**Manager and Lead Practitioner**	People working at this level take a leadership role; they may supervise the work of others and/or provide leadership through their technical or specialist skills	Team Leader, business manager, manager community relations, manager clinical services, manager community arts.
Level 4	**CEO and Executive**	People at this level will guide and steer the organisation and take responsibility for a range of programs and services	Chief Executive Officer, Regional Manager, Area Manager, Director of Client Services, member of senior management group

The Playgroup Coordinator role requires capabilities at a **level 2**

1. Community and inter-agency relations				
Networks and stakeholders 1.2.1 Researches community's needs and concerns and provides community development/education	**Community** 1.2.2 Participates effectively in networks and community meetings to advance organisational objectives	**Partnerships and collaboration** 1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve participant outcomes	**Knowledge of community** 1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations	**Social justice** 1.2.5 Demonstrates commitment to social justice and social inclusion
2. Professionalism				
Time management 2.2.1 Manages time and uses tools effectively to assist with planning and organising	**Ethics** 2.2.2 Observes professional boundaries and standards and assists others with ethical dilemmas	**Taking Responsibility** 2.2.3 Takes responsibility for work outcomes and assists others to understand role and responsibilities	**Problem solving** 2.2.4 Assist with resolution of participants and colleagues problems	**Initiative and enterprise** 2.2.5 Demonstrates initiative and enterprise and supports others to work more effectively
3. Communication				
Advocacy 3.2.1 Advocates for participants to advance their interests	**Written communication** 3.2.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audience	**Verbal communication** 3.2.3 Articulates clear and respectful messages and information to participants and colleagues	**Public speaking** 3.2.4 Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums	**Interpersonal skills** 3.2.5 Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications
4. Leadership and teamwork				
United Vision 4.2.1 Generates ideas for innovation and enhanced working practices to achieve organisational mission	**Strategic focus** 4.2.2 Contributes to team plans and relates teamwork to strategic objectives	**Team dynamics** 4.2.3 Offers constructive feedback and provides balanced and informed perspectives at team meetings	**Conflict management** 4.2.4 Recognises differences of opinion and works toward the resolution of team conflict	**Diversity/different styles** 4.2.5 Builds team spirit and supports team members development
5. Resources, assets and sustainability				

Revenue raising	Financial management	Procurement	Equipment and assets	Sustainability
5.2.1 Undertakes public relations and fundraising activities	5.2.2 Assists with budget reviews and works to established budgets	5.2.3 Researches market and attains value for money when making purchases or contracting work	5.2.4 Researches and recommends purchase of equipment and aids to provide efficient and effective service delivery	5.2.5 Aims for sustainability in purchasing decisions

6. Service Delivery

Reflective practice	Knowledge of participant issues	Participant outcomes	Diversity	Participant confidentiality and dignity
6.2.1 Demonstrates reflective and evidence based practice	6.2.2 Builds knowledge of participant issues and requirements to improve practice	6.2.3 Provides participants with high quality service and appropriate referrals	6.2.4 Demonstrates cultural sensitivity and adjusts personal style in response to participant differences	6.2.5 Respects participant confidentiality

7. Program management and policy development

Policy development and implementation	Program development	Achieving results	Contract management	Complaints handling and continuous improvement
7.2.1 Participates in the review and development of policy and utilises policies and procedures to guide work practices	7.2.2 Contributes to program objectives, develops and implements simple project plans	7.2.3 Ensures clarity of understanding of required work, fulfills program and project responsibilities and achieves performance targets	7.2.4 Maintain awareness of contracts relating to own position and ensures that work fulfils contractual obligations	7.2.5 Utilises feedback from complaints to improve programs and reviews own performance

8. Change and responsiveness

Change management	Multi-skilling	Creativity and innovation	Technology	Learning and development
8.2.1 Supports change management and assists others to adapt and adjust to change	8.2.2 Works collaboratively with people from different disciplines and shares skills and knowledge	8.2.3 Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement	8.2.4 Supports the use of new technology and develops skills to master new technologies	8.2.5 Maintains awareness of own skill needs, actively works to address skills gaps and assists others to identify training needs

9. Legislation and compliance

Strategy	Quality	Risk management	WHS	Legislation and compliance
9.2.1 Contributes to team work plans and ensures that own work outcomes are achieved	9.2.2 Contributes to enhancement of quality practices and ensures that own work meets quality requirements	9.2.3 Contributes to identification and control of risks and hazards and takes advantages of emerging opportunities	9.2.4 Contributes to identification of WHS risks and hazards, and ensures safety in own work context	9.2.5 Is aware of relevant legislation and licensing requirements and ensures compliance in work practices

Approval

Manager Name:	Employee Name:
Signature:	Signature:
Date:	Date: