

Community Centres SA

Strengthening Local Communities

Position Title	Program Support Officer – Community Connections
Reports to	Program Coordinator – Community Connections
Award	Social, Community, Home Care and Disability Services (SCHADS) Award
Classification	Level 3
Employment Hours Per Week	22.5 hours per week

ABOUT COMMUNITY CENTRES SA

Community Centres SA is the peak body for over 100 Community and Neighbourhood Centres located across metropolitan Adelaide and regional South Australia and over 60 like-minded organisations. Over 35,000 visitors come to our centres each week to connect with others, to learn, and to participate in a wide range of services and activities. For 40 years, we have been a catalyst for community development by building the strength, capacity and influence of our sector through advocacy, workforce and organisational development.

OUR VALUES

The values that underpin our work are:

- Empowerment
- Collaboration
- Integrity
- Inclusion

JOB SPECIFICATION

This job description is meant to describe the general nature and level of work being performed; it is not intended as an exhaustive list of all responsibilities, duties and skills required for the position.

BROAD PURPOSE OF POSITION

This position reports to the Program Coordinator – Community Connections.

The Program Support Officer – Community Connections is a valued member of the Community Centres SA (CCSA) team, providing administrative and coordination support to the Community Connections Program (CCP).

The Community Connections Program is a valuable Department of Human Services (DHS) initiative to support individuals to achieve their social connections goals in their local community. The program is perfectly aligned with the Community Centre sector, and the important work centres already do to strengthen community connection and wellbeing in local communities across SA. CCSA is proudly the Community Connections Program Capacity Building Partner, connecting program partners to Community Centres across the state.

Community Centres SA's role is to build the capacity of the key organisations involved in delivering CCP through training, mentoring, and fostering sector engagement.

The Program Support Officer will work closely with, and under the general direction of, the Program Coordinator – Community Connections, working across all regions to help deliver this work. The role provides practical, day-to-day support across meetings, training and workshop facilitation, logistics, and tailoring supports for Program Partners, contributing to the smooth running of the program and the ultimate benefit of the health and wellbeing of vulnerable community members.

KEY ACCOUNTABILITIES AND DUTIES

In line with the Community Connections Program contract requirements, the Program Support Officer will work across all regions to be responsible for the following:

ADMINISTRATION SUPPORT

- Taking records of meetings, either in person or via recording/transcript and actioning or coordinating items where appropriate.
- Data collection and reporting.
- Process and record invoices for approval.

REGIONAL SUPPORT AND MEETING REPRESENTATION

- Supporting and attending meetings as proxy for the Program Coordinator – Community Connections.
- Developing and maintaining a working understanding of CCP and how it operates, to effectively represent CCSA and support Program Partners.

EVENT AND ACTIVITY LOGISTICS

- Arranging the logistics for CCP activities, including arranging bookings and catering, sending invitations and managing registrations.

TRAINING AND WORKSHOP FACILITATION

- Co-facilitating or facilitating regular sessions on CD101 and Assessment and Referral workshops.

TAILORING SUPPORTS FOR PROGRAM PARTNERS

- Tailoring and developing supports for Program Partners based on need and feedback from Program Partners and DHS.
- Working with external facilitators to codesign supports where Flexible Funding is available.

COLLABORATION WITH CAPACITY BUILDING PARTNERS

- Working collaboratively with other Capacity Building Partners to collectively achieve outcomes for Program Partners.

OTHER SUPPORT

- Other administrative and program support consistent with organisational objectives, as required by the Program Coordinator and/or the Chief Executive Officer (CEO).

QUALIFICATIONS AND SPECIAL REQUIREMENTS

- Certificate III or IV in Community Services, Business Administration, or a related field, and/or relevant experience.
- Driver's license, with travel across regions required to attend meetings, activities and workshops.
- Current DHS Working with Children and Aged Care Sector employment clearances.
- Current National Police Clearance.

Essential Experience

- Administrative or program support experience, ideally within the community services sector.
- A practical understanding of community development principles.
- Experience coordinating logistics for meetings, training sessions or events.
- Experience co-facilitating or facilitating group training or workshops.
- Experience using Microsoft Office and online meeting platforms.

Desirable Experience

- Experience with, or understanding of, the Community Connections Program or similar DHS-funded programs.
- Experience delivering training content.
- Experience with data entry or reporting systems, such as R2D2.
- Experience using technology platforms for online connection, including Microsoft Teams, Mentimeter and PowerPoint.

Essential knowledge

- General understanding of the role and function of community service organisations who, as a sector, seek to support the health and wellbeing of our community.
- Understanding of confidentiality and privacy requirements when handling sensitive information.
- Basic understanding of the Neighbourhood House and Community Centres sector.
- Willingness to develop and maintain sound working knowledge of CD101 and Assessment and Referral content and processes.

Personal attributes

- Well organised, with strong attention to detail.
- Good written and verbal communication skills.
- Ability to work effectively under general direction and as part of a team.
- Ability to manage competing priorities and meet deadlines.
- Ability to recognise and maintain confidentiality of sensitive information.
- Flexible and willing to undertake other tasks when required.

Risk Management and Workplace Health and Safety

All employees are responsible and accountable for:

- Complying with workplace policies and procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Reporting any risks or potential risks identified in the course of their work.

Equal Opportunity

All employees are required to adhere to the requirements of the Equal Opportunity Act 1984 (as amended) and all other associated legislation (refer Community Centres SA Equal Opportunity policy).

Screening

Applicants will be required to undergo, as a minimum, a national police check, a working with children and aged care sector employment check. Other screening may be required as advised by CCSA. A satisfactory result is required before commencement.

Employee signature:

_____ Date: ____ / ____ / _____

Community Centres SA CEO signature:

_____ Date: ____ / ____ / _____

Date position created: 11/09/2026 Date reviewed: September 2026