



the infants' home
CHILD & FAMILY SERVICES

POSITION DESCRIPTION

Position Title	Community Programs Officer
Department	Community Services
Date	October 2025
Reporting To	Head of Therapy and Community Programs
Direct Reports	Playgroup team members
Internal Liaisons	Allied Health/Early Intervention and Wellbeing Hub team, Postnatal Services Manager, Playgroups team, Parenting program facilitators, LMS Coordinator.
External Liaisons	Peak Associations, Government departments, Regulatory bodies, Tertiary Institutions, Sector Organisations, External Facilitators, Families

Overview

The Infants' Home Child and Family Services is an integrated child and family hub, providing high-quality early childhood education and care, allied health and early intervention services for children and families. For over 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future.

Purpose/Key Objectives

The Community Programs Officer supports the delivery of The Infants' Home's community services, including the early intervention and wellbeing hub, postnatal home visiting program, supported playgroups and parent capacity building programs. The Community Programs Officer is also responsible for developing new programs and services to support children, families, and professionals working in child and family services.

Reporting to the Head of Therapy and Community Programs, the Community Programs Officer will contribute to monthly reports on activity.

While workload will vary depending on peaks of activity, it is estimated that the Community Programs Officer will divide their time as follows:

- 50% - Early Intervention Hub
- 20% - Community Programs
- 15% - Community Playgroups
- 5% - Postnatal Services
- 5% - Parenting Programs
- 5% - Research and Social Impact

Responsibilities are detailed below.

Key Responsibilities:

Key Activity	Accountability
Early Intervention Hub	• Facilitate intake of new clients through speaking with clients to understand needs, explaining services, determining schedule of supports available, allocating a clinician, and completing the administration associated with onboarding. • Managing scheduling, cancellations, and rebookings, to maximise therapist appointments. • Fielding client enquiries, expressions of interest and managing the hub email box. • Participating in regular meetings with therapists • Working with Finance to ensure client billing is completed. • Working with Marketing to create and disseminate marketing materials for programs and vacancies. • Develop, implement and review policies, procedures and systems to support the successful delivery of this program.
Community Programs	• Design, develop and/or coordinate fee-for-service and/or grant funded programs to meet the needs of children, families and the community including: ○ Wellness programs ○ Intergenerational programs ○ Professional Learning programs ○ Special interest programs • Manage bookings for venues used for community programs including Rigby House and the Outdoor Classroom. • Manage and expand relationships with diverse community organisations • Represent the organisation at interagency meetings • Fielding client enquiries, expressions of interest and managing the community programs email box. • Seek and build opportunities for community partnerships and coordinate responsibilities under memoranda of understanding (MOUs) or other agreements. • Promote The Infants' Home and liaise with appropriate community networks to support the community and services • Assist with grant applications and acquittals for community programs. • Work with Marketing to promote these programs. • Provide support for Community events and activities. • Develop, implement and review policies, procedures and systems to support the successful delivery of these programs.

Key Activity	Accountability
Community Playgroups	• Manage and expand community playgroups to ensure consistent, high quality integrated early intervention. • Work closely with and support the Playgroup Coordinator to: ○ oversee playgroup staff, including rostering and employee life-cycle tasks. ○ ensure the planning and evaluation of each individual playgroup responds to the unique community group and participants. ○ field client enquiries, expressions of interest and managing the playgroup email box. ○ develop and implement processes for data collection, analysis and reporting. ○ ensure that the learning program aligns with The Infants' Home <i>Practice Guide</i>, policies and procedures. • Seek feedback from stakeholders about service delivery. • Coordinate grant application and acquittal and ensure that funding requirements are met. • Develop, implement and review policies, procedures and systems to support the successful delivery of this program. • Attend and support the facilitation of playgroups in the event of an unplanned staff absence.
Postnatal Services	• Support the Postnatal Services program by handling referrals and enquiries when the Postnatal Services Manager is absent. • Where required, assist with data entry to meet funding obligations.
Parenting Programs	• Oversee the development, delivery, and evaluation of parent capacity building programs. • Develop an annual calendar of parenting programs including both evidence-based group sessions (e.g. Circle of Security) and standalone information sessions. • Liaise with internal facilitators and third-party providers to develop an annual training calendar. • Explore opportunities to deliver parenting programs via partnerships with third parties. • Ensure that required data is collected for TEI-funded parenting programs. • Develop, implement and review policies, procedures and systems to support the successful delivery of this program. • Fielding client enquiries, expressions of interest and bookings.
Research and Social Impact	• Initiate, develop and/or coordinate research partnerships with universities • Identify and develop internal research opportunities • Build organisational capacity to engage in social impact reporting • Evaluate the effectiveness of various programs through data collection, analysis and reporting • Assist with grant applications and acquittals for integrated programs • Undertake services mapping to identify opportunities and inform future programs.

Professional Expectations

Key Activity	Expectations
Professional Conduct	• Exercise due care, skill and judgement and act always in accord with applicable professional ethics, principles, legislation, and standards. • Be involved in regular performance appraisals and individual training plans. • Always work in accordance with the policies and procedures of The Infants' Home. • Identify and attend relevant continuing education and professional Code of Conduct opportunities. • Keep abreast of current research relating to early intervention and best practice. • Demonstrate cultural competence.
Compliance and Organisational Requirements	Ensure activities within the area of responsibility comply with: • Australian Health Practitioner Regulation Agency (AHPRA) Registration requirements • Speech Pathology Australia (SPA) Registration requirements • National Disability Insurance Scheme (NDIS) requirements • Best Practice in Early Childhood Intervention Guidelines • Child Safe Standards • National law and regulations • Work Health and Safety legislation • National Quality Standards • Accounting Standards • Child Protection Legislation • NDIS Practice Guidelines and NDIS Code of Conduct • Fundraising Institute of Australia Code • Fair Work Act 2009 • The Infants' Home vision, mission, policies, procedures, and strategic goals
Work Health and Safety Management	• Follow policies and procedures to ensure compliance. • Maintain a safe, healthy, and clean environment. • Identify hazards and take action to remove these hazards. • Ensure that all Work Health and Safety requirements are met. • Identify risks and report them in a timely manner.
Other Duties	• Support Front Desk coverage as required. • Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the CEO.

Selection Criteria

Essential Criteria

- Relevant tertiary qualifications
- Knowledge of, or the ability to quickly acquire an understanding of, the Early Years Learning Framework, National Quality Standard, Child Safe Standards, and NDIS legislative and compliance requirements.
- Collaboration and networking skills, with experience working in multidisciplinary teams.
- Understanding of social impact reporting and experience in data analysis and reporting
- A high level of written and verbal communication skills.
- A strong commitment to compliance, policy development and proactive approach to continuous improvement.
- Proven ability to build constructive, enduring relationships with individuals from diverse backgrounds and abilities and organisations across the community
- Demonstrated commitment to consultation and collaboration
- Experience in client management processes, including intake, onboarding, scheduling, and cancellations.
- Advanced IT skills
- Experience in change and project management
- Highly developed interpersonal and communications skills (verbal and written)
- Excellent time management, attention to detail and problem-solving abilities.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Current and valid NSW Working with Children Check, NDIS Worker Screening Check

Desirable

- Staff management experience
- Membership of relevant professional associations

I have read and agree to undertake the duties as outlined:

Name

Signature

Date