



POSITION DESCRIPTION

Community Services Coordinator

Division : Community Engagement and Operations

Award: SCHADS Level

Part time - FTE 0.6

Location: Geelong

Fixed Term : until 18 December 2026

About Our Village

Our Village is the new chapter in the story of St Kilda Mums, Geelong Mums and Eureka Mums. Turning pre-loved into re-loved so every child thrives.

Our vision is a future where we share more, waste less and care for every child. Our Village collects, sorts and redistributes essential nursery equipment, clothing, books and toys for babies and children in response to requests from a statewide network of social workers and Maternal and Child Health Nurses.

Position overview

Reporting to the Community Engagement and Operations Manager and working closely with our Volunteer and Operations Team, the Community Services Coordinator will deliver the end to end process and customer experience for users of our service (currently social and health care agencies and professionals). This includes processing requests, liaising with service users to fulfill their needs, closing requests and notifying clients of request fulfillment

Key relationships

Internal	<ul style="list-style-type: none">• Community Engagement and Operation Manager• Volunteer and Operations Manager (Geelong)• Volunteer and Operations Team• Fundraising and Communications Team• Supporter Experience Team• Volunteers
External	<ul style="list-style-type: none">• Social Welfare, Health and other service delivery partners• Transport suppliers

Primary responsibilities

- Provide excellent customer service to all service users - especially, but not exclusively, social welfare, health and other agencies, transport operators and our network partners.
- Plan operational tasks with an informed understanding of the organisation's strategic priorities, as well as variables such as stock availability, numbers of requests and volunteer hours and availability.
- Work with colleagues and volunteers to ensure goods are processed, packed, and ready to be given out - this includes manual handling tasks.
- Work with the team to ensure that all freighted goods are packed and ready to be moved in accordance with the required specifications of our transport partners.
- Train and supervise volunteers, in all aspects of picking and packing and preparing goods to be distributed to our service users.
- Input Salesforce data for processing and delivery of goods and for running reporting as required.
- Follow and implement all OHS policies and protocols to ensure the work environment is safe.
- Other tasks as required by line manager

Key competencies

- A commitment to the vision and values of the organisation
- Strong organisational skills - able to manage and prioritise multiple tasks and conflicting deadlines
- Physically strong - the role involves manual handling of items such as packages of clothes, cots, car seats, prams and other items for babies and children.
- Excellent customer service ethic
- Technologically savvy - able to learn and use Salesforce, Xero, Canvas, Google products and other technologies as required.
- Growth Mindset - proactive and positive at all times - seeks learning, problem solver, gives and receives feedback positively and constantly improves systems, processes and themselves.
- Flexible - willing to help and support others, flexible approach to work in general, embraces change.
- Collaborative - team player, keeps people informed and involved, seeks solutions and engagement from others

Experience

- Previous experience working in a warehouse role and/or environment an advantage
- Previous experience working in a community or health services an advantage

Special requirements

- The successful applicants must hold a current Working With Children Check and be prepared to undergo a National Criminal History Check prior to commencement.

June 2025