

Award	Class	Dept	Location	Emp Type	Reports To (position)	Direct Reports
Social, Community, Home Care and Disability Services Industry Award	Level 4	Services	Head Office	Part Time	Program Lead, Supported Playgroups	NIL

Company Overview

Playgroup NSW is a not-for-profit organisation that helps connect families and children to people and services in the community to impact their quality of life positively.

For over 50 years, Playgroup NSW has delivered and linked families to vital services such as parent support groups and playgroups for those experiencing vulnerability and diversity, and those who value community connections.

Thousands of families connect via community-led and supported Playgroup sessions affiliated with or delivered by Playgroup NSW run weekly, building their parental capacity, building their village, and helping their children learn.

PGNSW Values

ACT WITH INTEGRITY

Put child and family wellbeing at the heart of our work, and be honest, accountable, and show respect

BALANCE WORK AND PLAY

Be goal focused, mindful of people's wellbeing, and contribute to a positive team culture.

LEAD CHANGE

Seek and encourage learning, innovation, and greater positive impact.

EMBRACE INCLUSIVITY

Be collaborative, seek to understand, and celebrate diversity.

Position Purpose

The Families and Community Coordinator Supported Playgroups is responsible for the quality and ongoing delivery of programs, projects, and initiatives focused on diverse and vulnerable groups within the Supported Playgroups portfolio. This role supports the Program Lead in managing the Supported Playgroups strategy and service delivery, ensuring positive outcomes for children, families, and PGNSW staff/educators.

Overall Responsibilities

Key Result Area	Responsibility
Program & Service Delivery	- Support PGNSW staff/educators in the ongoing delivery of high-quality, supported programs, focusing on children and families with diverse needs, ensuring inclusivity, adherence to best practice and positive outcomes for all children. - Provide PGNSW staff and partners with guidance, relevant resources and support for program delivery. - Facilitate access to community and support services for families with diverse needs, developing referral pathways and fostering authentic connections. - Work with the Program Lead, Supported Playgroups, to evaluate and implement strategies for quality Supported Playgroup programs, ensuring adherence to the Early Years Learning Framework (EYLF) and other relevant frameworks and operating standards. - Support all Supported Playgroups to deliver stimulating and positive environments

	fostering child development and parent capacity building through inclusive practices. • Advocate for increased child and family participation, ensuring programs are accessible, inclusive, and welcoming. • Identify and develop networking opportunities with external stakeholders (e.g., NSW Health, community support organisations, specialist providers) to enhance collaboration and participation.
Staff Support and Capacity Building	• Work with PGNSW staff/educators and partners to support them in running their Supported Playgroups and implementing inclusive programs. • Provide ongoing support for the establishment of new Supported Playgroups, managing existing groups or addressing unique support requirements related to children with diverse needs. • Provide relevant information to support and build the capacity of PGNSW staff/educators in child development knowledge, with a focus diverse needs and inclusive practices. • Co-ordinate Communities of Practice or staff training as required. • Respond to program-related enquiries in a timely manner and maintain ongoing and regular communications with staff and program teams.
Compliance and Continuous Improvement	• Contribute to and work towards goals contained in the PGNSW Strategic plan. • Support the Program Lead, Supported Playgroups, in identifying, developing and implementing continuous improvement strategies across NSW Supported Playgroups. • Understand and implement all program funding requirements for related Supported Playgroup contracts, including performance accountabilities, deliverables and reporting requirements of each funding body. • Support Supported Playgroups to comply with all relevant legislation, funding contracts, reporting requirements, Child Protection requirements and Workplace Health & Safety legislation and standards. • Regularly maintain data and actions within CRM, specific to Supported Playgroup participant and program data. • Work towards achieving KPIs set by the Program Lead and provide all relevant data for reporting by allocated deadlines. • Collaborate with Executive and Program Leads in initiatives for program evaluation, child and family feedback, surveys and regular family communication.
Financial	• Adhere to Instrument of Delegation. • Understand all funding requirements for the related Supported Playgroup programs. • Support Program Lead, Supported Playgroups, with all reporting requirements, including government funding, portal submissions and any related reporting as requested. • Contribute to the monitoring of program financial performance by providing relevant data and insights, and implementing cost-saving measures as directed. • Contribute ideas and information to funding and grant applications and identify potential local opportunities for business growth relevant to Supported Playgroups. •
People Management and Stakeholder Engagement	• Develop and maintain effective communication and professional relationships with children, families (especially those with diverse needs), PGNSW staff/educators, partners, team members, critical stakeholders and funding agencies. • Support all PGNSW staff/educators to deliver effective and proactive program and service delivery for Supported Playgroups. • Maintain regular and consistent contact with and provide support to all PGNSW

	staff/educators delivering Supported Playgroups, including monitoring program delivery on a regular basis.
Child Safety and Wellbeing	• Ensure a safe environment for all children and empower their participation and ability to contribute to decisions about their safety and wellbeing. • Demonstrate practical knowledge of and commitment to maintaining a child safe culture including identifying and responding to all risks and concerns according to PGNSW's policies and procedures. • Guide, coach, and support team members and PGNSW staff/educators to build their knowledge about child safe principles and to embed proactive approaches in programs and services.
Organisational Accountabilities	• Contribute to the development and delivery of PGNSW's strategic and annual plans as required. • Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace. • Comply with PGNSW's values, code of conduct, policies and procedures and relevant government legislation and standards. • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe working environment. • Undertake professional development in consultation with the Program Lead, Supported Playgroups, and in accordance with PGNSW requirements. • Role model the Vision and Values of the organisation. • Perform other duties as required.

Working Relationships	
Internal	External
• Programs Admin Team • Services & Impact Teams • Finance, Data and Risk Team • Marketing and Communications Team • Other staff members and volunteers	• Families/carers of children with disabilities/diverse needs • Partner & Early Childhood Organisations • Disability Service Providers • Allied health professionals and early intervention services • Community Groups and relevant advocacy groups • Government Agencies & Local Councils • Researchers • State and Territory Playgroup Organisations

Knowledge, Experience & Criteria
Qualifications
• Degree/Diploma in a relevant discipline (community, social science, disability, early education and care, or other relevant discipline).
Essential Experience & Selection Criteria
• Practical knowledge and understanding of Early Childhood Pedagogy and Practice. • Strong knowledge of working with and supporting children and families with diverse needs, including those experiencing vulnerability, disability, and cultural or linguistic diversity (lived experience highly regarded). • Demonstrated practical experience supporting staff/educators to deliver quality specialised programs and services. • Demonstrated experience in networking with external stakeholders such as Government departments and Local Government. • Proficiency in Microsoft Office suite and other relevant technology, including database and CRM

systems, with demonstrated skills in professional documentation, business processes, and accurate administration.

- Practical experience working in a fast-paced, professional environment and ability to prioritise competing tasks as required.
- Excellent communication, interpersonal, and stakeholder engagement skills, with a proven ability to build and maintain collaborative working relationships.
- Demonstrated analytical and critical thinking skills, with an innovative and creative approach to resolving issues.
- Advanced report-writing capability, coupled with strong attention to detail, organisational, and time management skills.
- Knowledge of relevant legislation, regulations, and organisational policies, with a commitment to continuous improvement.
- Working with Children Check verification.

Acknowledgement

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the expectations with my Manager.

Employee Name	
Employee Signature	
Date	