

## Role of a support agency – National Community Hubs Program

Key responsibilities and accountabilities	
<p><b>Provide a coordination, liaison and support function across all community hubs within the local areas for which they are responsible</b></p>	<ul style="list-style-type: none"> <li>• Support hub leaders in developing annual hub plans, and regularly assessing progress</li> <li>• Provide a coordinating role across the network to support efficient use of hub resources and leveraging of local community resources</li> </ul>
<p><b>Develop and maintain effective working relationships with hub leaders and school principals (or their delegate)</b></p>	<ul style="list-style-type: none"> <li>• Provide ongoing support to hub leaders to develop the community hub and meet the local needs of families</li> <li>• Support orientation for school leadership to the hub leader role, including program outcomes and reporting requirements, and the role of the support agency</li> <li>• Set and steward a schedule of monthly Hub Leaders' Meetings in each LGA focusing on sharing, networking and professional development</li> <li>• Set and steward a schedule of quarterly Principals' Meetings focusing on sharing, networking and leveraging opportunities, and local resolution of local challenges encountered by hubs</li> <li>• Meet at least biannually with each principal to discuss hub planning, activity and achievements, and review impacts, using the NCHP Quality Framework tool</li> </ul>
<p><b>Support the development of collaborative practices and activities between hubs in a local area</b></p>	<ul style="list-style-type: none"> <li>• Actively provide opportunities for hubs to collaborate on the delivery of services in partnership with each other</li> <li>• Facilitate sharing of local learnings across the local hubs network</li> </ul>

<p><b>Provide relevant guidance, mentoring and training for hub leaders</b></p>	<ul style="list-style-type: none"> <li>• Provide orientation to the hub leader role using tools and resources provided by CHA, to all new hub schools and new hub leaders.</li> <li>• Provide mentoring to hub leaders in a strategic manner</li> <li>• Seek out and facilitate local opportunities for relevant professional development for hub leaders</li> <li>• Facilitate NCHP training for local hub leader networks</li> </ul>
<p><b>Facilitate links between hubs and local settlement services agencies, community service agencies, early years' services, and other relevant local services and organisations</b></p>	<ul style="list-style-type: none"> <li>• Leverage local knowledge and networks to support hubs in accessing local supports and services to be delivered through the hub</li> </ul>
<p><b>In conjunction with hub leaders, identify service gaps</b></p>	<ul style="list-style-type: none"> <li>• Initiate innovative, collaborative pilot projects to address identified needs, gaps or emerging issues</li> </ul>
<p><b>Collaborate with other support agencies and CHA to share local stories through the national program, and undertake ongoing development of the network through a national community of practice</b></p>	<ul style="list-style-type: none"> <li>• Actively participate in national meetings chaired by CHA, at least quarterly</li> <li>• Openly participate in collaborative activities with other support agencies in the national network</li> <li>• Support, and in some cases deliver, the roll out of hub leader professional development training provided through the NCHP</li> <li>• Collect and share local stories through the NCHP network via established channels</li> </ul>
<p><b>Oversee local implementation of the Quality Framework, and work with each hub to complete assessment and make recommendations to CHA</b></p>	<ul style="list-style-type: none"> <li>• Be the first point of contact for hub leaders to support them in implementing the quality framework locally</li> <li>• Assist with setting annual plans for each hub</li> <li>• Support rapid and annual assessment processes for each individual hub</li> <li>• Facilitate professional development for the implementation of the framework</li> </ul>

### Key capabilities

- Demonstrate an understanding of the local needs of migrants in their communities including those who are humanitarian arrivals and particularly those from a non-English speaking background
- Demonstrated ability to work collaboratively on the delivery of national programs to meet the needs of local communities
- Demonstrated ability to deliver programs understanding the needs of newly arrived families settling into communities, particularly those that engage with women and children
- An understanding of the local education system, and ideally current partnerships with or delivery of programs into state education settings
- Key existing personnel supporting the program
- Sound governance structure, including a demonstrated ability to deliver against funding agreements, meet reporting requirements and contribute to creating a culture of continuous improvement for local and national activities and identifying any conflict of interest