

Role of a support agency – National Community Hubs Program

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

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

Key capabilities

- Demonstrated 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