

Nimbin Neighbourhood and Information Centre

Position Description

Client Care Navigator – Front of House

Employment Status	Full Time – 35 hrs/wk
RRF Grade	Level 6 Community Services (administrative stream)
Alignment with Modern Award Level	Social, Community, Home Care and Disability Services Industry (SCHCADS) Award: CW Level 3 PPT 4
Reporting To	The Manager
Directly Supervising	Front-of House and IT Centre Volunteers
Days/hours of work	Mon-Fridays 9am-5pm (including breaks)
Date Prepared	January 2026

Position Purpose

Nimbin Neighbourhood and Information Centre (NNIC) is a non-profit community-based organisation, incorporated under the NSW Incorporated Associations Act. NNIC aims to promote, develop and support community services and assist in their development, to refer individuals and groups in need to relevant departments and organisations and, to act as a focal point for community services.

NNIC receives funding from the Buttery via the Ministry of Health to operate an Alcohol and Other Drugs (AOD) Community Hub in Nimbin and District (within a 30km radius).

The Client Care Navigator is primarily responsible for assisting the Manager and Management Committee to provide an efficient and effective NNIC Front Of House (FOH) Intake and triage and support for the AOD hub service in accordance with contractual specifications, NNIC policy and procedures and relevant legislation.

This includes:

- Coordinating the front of house/front desk at NNIC as the first point of contact for most clients;
- Managing client appointments and the initial triaging of clients according to level of need and organisational priorities and capacity, particularly AOD Hub clients;
- Coordinating, developing and guiding FOH volunteers to ensure the meeting of NNIC objectives and funding agreements/contracts;

Position description: Client Care Navigator -FOH

- Working in partnership with the Buttery Staff (AOD Hub Clinical Lead, Clinician and peer Support Worker), the Manager and NNIC Staff in the provision of NNIC and in particular AOD Hub services
- Oversighting front-of-house and AOD data entry;
- Engaging clients of the services in feedback and evaluation strategies;
- Providing assistance in a range of clerical and administrative functions including but not limited to stationery orders, receipting funds and banking;
- Assisting with community development projects, including fundraising and events;
- Must be able to use and assist staff/volunteers and the paying public with any or all of the technologies employed at NNIC.

Core Requirements

Key Responsibility Areas	Role Requirements	Key Performance Measures
Vision, Mission, Values	A significant knowledge of the role, vision, mission, values, community identity and priorities of the Centre. Able to effectively represent the team. Understands the strategic plan of the Centre.	Working knowledge of Centre vision, purpose and values. Knowledge of services and programs provided by Centre. Knowledge of key strategic directions of Centre.
Leadership / Teamwork	Team Leader of EITHER Level 3 OR one or more sub-sections with similar tasks OR 9 to 20 Level 1 & 2 roles. Monitors performance. Provides operational or procedural direction and advice. Exercises initiative and is self-reliant. Participates as an effective team member. Assists with the selection of team staff.	FOH Volunteers are provided with training, supervision and support which assists in delivery of and compliance with AOD Hub activities. Participates in regular team meetings and activities. Work is subject to general supervision.
Interpersonal Skills / Communication	Drafts letters/reports on complicated issues where some liaison with other departments is involved. Prepares complex management reports. Effectively handles complex, sensitive inquiries from a range of people including professionals. Deals with crises presenting in team skills area; when outside team area, ensures person dealt with by relevant area – internally/externally.	Deals with a range of correspondence related to role. Deals regularly with inquiries from Centre users, other agencies and/or external organisations. Advice and assistance is provided using policy/procedures and past knowledge/experience.

Position description: Client Care Navigator -FOH

Key Responsibility Areas	Role Requirements	Key Performance Measures
		<p>Identifies and determines appropriate referrals – internal/external.</p> <p>Networks and collaborates with other relevant stakeholders and communities of interest.</p>
Continuous Improvement / Quality	<p>Provides problem solving services on a wide range of issues. Applies advanced problem solving and decision making tools.</p>	<p>Problem solves complex issues related to role.</p> <p>Recommends changes to quality procedures including documentation.</p>
Practices / Safety / Standards	<p>Ensures adherence to quality standards and all relevant government legislation and relevant standards.</p>	<p>Adheres to all relevant government legislation including but not limited to WHS, anti-discrimination and privacy.</p> <p>Adheres to the policy and procedures of the NNIC.</p> <p>Provides relevant guidance and support to Community Hub Volunteers.</p>
Experience/Qualifications	<p>3 year degree or equivalent knowledge and experience, or higher diploma/associate degree with experience.</p>	<p>Maintain relevant training and identifies any training needs.</p>

Functional Requirements – Client Services and Administrative Stream

Key Responsibility Areas	Role Requirements	Key Performance Measures
Client Services	<p>Comprehensive knowledge of services offered by the Centre, and delivery targets.</p> <p>Ensures: Service delivery liaison/communication with clients; provision of information</p>	<p>Efficient community hub service delivery.</p> <p>90% of agreed service levels achieved.</p>

Position description: Client Care Navigator -FOH

	<p>and effective referral practices. Ensures team members possess an appropriate level of knowledge of the range of services offered by the Centre and those offered by the general and specialist communities.</p>	<p>Number of individuals reporting satisfaction with the service that is provided.</p> <p>Oversights external/internal referrals via FOH.</p> <p>Coordinates the volunteer program to assist in service delivery.</p> <p>Manages client appointments and FOH client support.</p>
Business Communications	<p>Handles complex, sensitive inquiries from a range of people. Deals with complex inquiries from professionals representing external centres. Prepares complex management reports. Drafts complex, sensitive correspondence.</p>	<p>AOD Hub and NNIC reports prepared in accordance with guidelines.</p> <p>Deals with a range of enquiries including those involving levels of complexity.</p> <p>Assists volunteers to respond appropriately to enquiries of an information and referral nature.</p>
Finance/ Administration/ General Office	<p>Prepares non-routine statements where the statements are complex. Prepares statements on cost changes where the sources of information are more diverse and figures produced require a greater degree of interpretation or validation. Ensures preparation for meetings and in-services.</p>	<p>Compliance with NNIC policy and procedures regarding receipting of funds.</p> <p>Provides or coordinates a range of clerical/administrative tasks relating to NNIC operations.</p>
Records Management (including data collection)	<p>Develops complex filing and classification systems. Supervises the management of office records.</p>	<p>AOD Hub, NNIC and NIS data collection and entry requirements actioned in accordance with funding specification and/or NNIC processes.</p> <p>Supervises volunteers in collecting FOH data, receipting financial transactions etc.</p>
Office Equipment	<p>Develops recommendations for the purchase of new and/or upgrading of office technology. Implements new and/or</p>	<p>Equipment is used in accordance with standard operation procedures.</p>

	upgraded office technology. Liaises and co-ordinates with external professionals and technicians.	Equipment maintained in accordance with relevant approvals.
Problem Solving/ Innovation	Provides problem solving services on a wide range of issues. Applies advanced problem solving tools.	Demonstrates appropriate level of problem solving in coordinating hub activities and the volunteer program.
Information Technology	Recommends computer systems. Implements new computer systems. Supervises external professionals and technicians.	As identified and required.
COMMUNITY DEVELOPMENT & SPECIFIC PROJECTS Fundraising coordination. Other: As and when required by the Manager and/or Management Committee	Coordinates or participates in fundraising activities and implement social inclusion or other events together with the NNIC team.	
Volunteer Program	Assists in the management of the Centre's volunteer program by ensuring coordination of the day-to-day activities of the Program including induction, supervision and training of volunteers providing Community Hub services.	<p>Two (minimum) scheduled volunteer training events/in-takes per annum.</p> <p>% of FOH volunteers provided with supervision/support session in accordance with NNIC policy/procedures.</p> <p>% of volunteers completing induction program within required timeframe.</p> <p>Annual volunteer satisfaction survey - % indicating satisfaction with engagement and support indicators.</p>

Specific responsibilities and duties

All employees of the NNIC are required to:

1. Sign off in the wages book at the end of each shift.
2. Maintain data entry as per funding and NNIC requirements.
3. Provide written reports, consistent with role and responsibilities as requested by the Manager and/or Management Committee.
4. Perform other duties, consistent with role and responsibilities as are delegated by the Manager and/or Management Committee.

Position description: Client Care Navigator -FOH

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and NNIC policies and procedures. The services and activities of AOD Hub are guided by the funding agreement and related service specification. Issues are generally resolved without reference to your immediate supervisor but matters that arise which are outside the NNIC policy framework or matters that may potentially escalate to the detriment of NNIC should be reported to the Manager.

Your decision making authority is also guided by the NNIC's Delegations Policy and related Delegations Table; you are required to familiarise yourself of this document and other Centre policy and procedures.

Relationships

Key Internal and External Relationships:

- Management Committee
- Manager and Centre team members
- Buttery AOD Hub staff
- NNIC FOH Volunteers
- NNIC Service users
- AOD Hub service users
- Nimbin Community Members and visitors to Centre
- Funding bodies
- Key stakeholders (including non-government and government organisations, Centre Partners and on-site auspiced services)

Expectations

- To understand and uphold the ideas, aspirations and ethics of the Nimbin Neighbourhood and Information Centre and to identify with its purpose.
- To understand and uphold the ideas, aspirations and ethics of the Nimbin AOD Hub and to identify with its purpose.
- To attend scheduled supervision and support sessions.
- To attend staff meetings.
- To identify and attend appropriate professional development and training courses; to actively participate in the NNIC performance appraisal procedure.
- To abide by the Centre's Code of Conduct and policy/procedural frameworks.
- To adhere to confidentiality and privacy principles.
- In the event of a critical incident or near miss, complete NNIC Incident Report Form and advise the Manager, or in their absence a Management Committee Representative.
- To attend management committee meetings, with notice, if acting as staff delegate for that meeting, or if required by Management Committee.
- To attend NNIC planning meetings, as negotiated as may be required in accordance with NNIC policy.

Additional Information

- Nimbin Neighbourhood and Information Centre is a smoke free environment.
- Workplace Health and Safety (WHS): Employees are required to carry out duties in a manner that does not adversely affect their health and safety and/or that of others by reporting incidents and injuries as well as co-operating with workplace measures to improve WHS.
- Pre-existing injury: Before any person can be appointed to this position it will be required that they disclose any pre-existing injuries or disease that might be affected by employment in this position.
- Equal employment opportunity: Nimbin Neighbourhood and Information Centre is an equal opportunity employer. Staff are responsible for ensuring, and demonstrating familiarity with Centre policy including the equal employment opportunity policy.
- Conditions of employment: Employment may be subject to:
 1. A current police record check
 2. A working with children check clearance
 3. A current NSW driver's licence
 4. The capacity to work flexible hours (as a genuine requirement of the position)
- It is a genuine workplace requirement that all paid staff of NNIC maintain a current First Aid certificate. To facilitate this process, the NNIC will commit to a cycle of training (once every 3 years) to ensure currency of certificates.

Selection Criteria

Qualifications

Tertiary qualifications (min Cert 4) plus knowledge and experience, or University Degree in relevant field plus experience.

Essential Requirements

1. Demonstrated knowledge and understanding of AOD Harm reduction principles.
2. Demonstrated knowledge and understanding of volunteer management including recruitment, training and retention.
3. Previous administrative experience, preferably within a community based not-for-profit organisation providing information and referral type services.
4. Demonstrated interpersonal and communication skills.
5. Demonstrated organisational skills and a demonstrated capacity to work flexibly and within tight timelines.
6. Demonstrated ability to interact with people from diverse social, economic and cultural backgrounds.
7. Demonstrated ability to work in a team including with volunteer staff.
8. Demonstrated ability to work with minimal supervision.
9. Demonstrated computer/data entry experience including data collection and maintenance.
10. Strong computer and keyboard skills and the ability to use software such as Word and Excel.
11. Demonstrated understanding of WHS, discrimination and access and equity issues.
12. Demonstrated understanding of community services and information and referral service delivery.
13. Current First Aid certificate or willingness to obtain within three months.

Desirable Requirements

1. Current NSW Drivers Licence
2. Knowledge of the sector, and local services.

All applicants MUST address the Selection Criteria plus provide CV and two current referees, including one from your supervisor at your most recent place of employment.

Applications Close: 30th January 2026 Late applications will not be considered.

Send applications to:

**The Manager
Nimbin Neighbourhood and Information Centre
PO Box 20168 Nimbin NSW 2480
Or via email admin@nnic.org.au**