

## Role of a support agency | NCHP

<b>Key responsibilities and accountabilities</b>	
<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>Establish and/or support existing local governance / advisory structures local leadership groups, including school principals and other key local organisations in each local area.</b></p>	<ul style="list-style-type: none"> <li>• Set and steward a schedule of biannual local governance groups in relevant LGA. Membership of local leadership groups will include, but is not limited to, local government, key local partners, representatives of regional education offices, and school principal representation</li> <li>• The purpose of these meetings is to share the impact of the local hubs network, leverage off local opportunities and partnership and resolution of local challenges encountered by hubs</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>

**Oversee local implementation of the Quality Framework, and work with each hub to complete assessment and make recommendations to CHA**

- Be the first point of contact for hub leaders to support them in implementing the quality framework locally
- Assist with setting annual plans for each hub
- Support rapid and annual assessment processes for each individual hub
- Facilitate professional development for the implementation of the framework

### **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