

Position Description

Position Title: Programs Facilitator (Front Office / Reception-Based)

Location: Everton Park (with occasional support at Sandgate)

Reports To: Programs Coordinator

Appointed By: Nexus Care Executive Manager

Days: Monday, Tuesday, & Thursday

Purpose of the Position

As a Programs Facilitator this position plays a vital role in delivering the heart of Nexus Care's mission—offering practical, hope-filled support to people facing hardship—through both frontline ministry and administrative excellence.

This position is based at reception, facilitating our front office delivery, and is the first point of contact for program guests and visitors. The role combines people-centered ministry with operational support to ensure community programs run smoothly and reflect the values of dignity, respect, and compassion.

Position Context

This role is embedded in the daily life of Nexus Care's Everton Park site, providing warm, professional engagement at the front office and delivering support to program operations. Occasional support may be required at the Sandgate site.

The Programs Facilitator works collaboratively with Program Coordinators, volunteers, and the broader Nexus Care team, and contributes to both the ministry tone and operational rhythm of the organisation.

Key Responsibilities

- Serve as a welcoming and compassionate first point of contact for all Nexus Care program guests, visitors, and volunteers, ensuring every interaction reflects the love, hope, and dignity central to our mission.
- Manage all front-of-house functions including reception duties, phone and email communication, client intake, appointment bookings, data entry, and office presentation.
- Maintain accurate records using systems such as Zoho CRM, Google Workspace, and Elvanto.
- Handle financial tasks such as receipting, program takings, and related reporting with attention to detail and integrity.
- Assist with inventory, stock control, and ordering for program supplies.
- Maintain an active awareness of the care needs of clients and where applicable connect them with appropriate services or team members as needed.
- Ensure all work is conducted in alignment with Nexus Care's policies, procedures, and safety requirements.
- In conjunction with the Programs Coordinator, provide leadership, direction, and encouragement to program volunteers, ensuring they feel supported and equipped.
- Support training and orientation of volunteers and contribute to a culture that values teamwork, service, and excellence.
- Participate in organisation-wide initiatives that occur from time to time, including fundraising appeals, team meetings, and community events.
- Build effective working relationships across all Nexus entities including Next Steps Kindy, NCC, and Nexus Church.

Selection Criteria

- Demonstrated ability to support the delivery of community programs with compassion and consistency.
- Strong administrative and organisational skills, including intermediate computing proficiency, including use of cloud based services and information management services (e.g. Google Workspace, Zoho CRM etc.).
- Experience working with a wide variety of people, especially those in vulnerable circumstances.
- High level of emotional intelligence and professional boundaries in a ministry-oriented environment.
- A current QLD Blue Card (Working with Children) and open driver's license.
- Physically capable of manual handling duties, including lifting food parcels and crates.
- Understanding of community services practices and/or relevant qualifications.
- Experience working in or alongside faith-based or church-affiliated organisations.

Key Attributes

- A heart for people and a passion for practical, hope-filled ministry.
- Demonstrated alignment with Nexus Care's vision, values, and Christian ethos.
- Ability to self-manage, work collaboratively, and take initiative in both fast-paced and quiet moments.
- Commitment to personal and professional development.

Organisational Expectations

- Uphold the highest standards of conduct, confidentiality, and professionalism.
- Actively contribute to a healthy, supportive team culture.