

Belongsid e Families

Program Coordinator

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| Employment | Part-time; 0.4 - 0.6 FTE, (2 or 3 days per week) Flexible work hours across the week |
| Location | NSW-based (remote) Preference for Sydney; hybrid available from our Marrickville office |
| Commencement | May - June 2026 |

About Belongsid e Families

Belongsid e Families is a family-led organisation supporting over 5,000 parents and carers of children with disability across NSW each year. We are independent and peer-led, grounded in lived experience.

We deliver online programs, peer support, workshops and one-on-one guidance that help families feel more confident, connected and capable to support their child and family to thrive.

The Opportunity

The Program Coordinator is a senior coordination role working across multiple programs, team members and internal priorities.

You will be a key point of contact for families and external stakeholders, managing communications and relationships with care, consistency and professionalism. You will keep work progressing, systems organised, and priorities on track, while also providing direct support to the CEO on key organisational priorities.

This is a self-directed role that calls for someone who takes ownership, exercises sound judgement, and is able to manage multiple priorities while maintaining accuracy and follow-through.

Key Responsibilities

Program and Operations

- Coordinate program-related logistics, ensuring materials, communications and other elements are ready on time
- Maintain visibility across tasks and deadlines; proactively follow up to ensure work stays on track
- Keep shared systems, documents and files organised, accurate and current
- Identify gaps or issues early and take initiative to resolve or escalate them

Community Engagement and External Relations

- Serve as a key point of contact for families, community members and external stakeholders, responding in a timely, warm and professional way
- Build and maintain relationships with partner organisations, service providers and other external stakeholders to support program delivery and community connection
- Build and maintain accurate contact lists to support engagement across programs and communications
- Support day-to-day communication with families, partners and external stakeholders, ensuring a consistently positive and well-managed experience

Marketing and Communications

- Coordinate and schedule email campaigns using existing systems and templates
- Maintain CRM data integrity, including contact lists, segmentation, deduplication and accurate record-keeping
- Prepare contact and engagement data to support program teams, communications planning and reporting needs

CEO Support

- Support the CEO by coordinating actions, preparing materials and following through on agreed work
- Assist with meeting coordination, agendas, follow-up notes and simple documents
- Coordinate ad-hoc projects and tasks, adapting to shifting priorities when needed

About You

You are organised, proactive and reliable. You take ownership of your work, follow things through, and do not need to be closely managed to get results.

You are comfortable managing a varied and changing workload, exercising judgement independently, and adapting as priorities shift. You are confident in engaging with families and external stakeholders, representing the organisation with professionalism.

Skills & Experience

- Experience in a senior coordination, administration or operations role
- Strong relationship and communication skills, with experience managing external stakeholders, partners or community members with warmth and professionalism
- Strong organisational skills and high attention to detail
- Confidence working with digital systems including CRM platforms, email marketing tools (e.g. Mailchimp), spreadsheets, and Canva (training provided).
- Strong written communication skills, with the ability to adapt tone to different audiences
- Able to work independently, take initiative and solve problems without needing to escalate every decision

Experience working in a small organisation or across multiple functions is highly regarded.

We strongly value lived experience of parenting or caring for a child with disability and warmly welcome applications from people with this experience.

Why Join Belongside Families

- Join a trusted, family-led organisation making a real difference for families across NSW
- Flexible, remote-first role with working hours agreed collaboratively
- Family-friendly, supportive workplace that understands competing priorities
- Access to wellbeing supports, including EAP and a work-from-home allowance
- NFP salary packaging benefits (up to \$18,550 per annum tax-free)
- A values-driven culture where lived experience is respected and your impact is visible

How to Apply

Send your CV and a cover letter to Stacey Touma (stacey@belongsidefamilies.org.au). Applications close on 8 May 2026.

For a confidential conversation about the role, contact Stacey via email.