Position Description

Position Title	Community Connections Coordinator
Department	Volunteer and Community Connections
Reports to	Manager Volunteer and Community Connections
Supervises	Volunteers

Position Summary

The Community Connections Coordinator position forms part of the Volunteer and Community Connections Team and reports to the Manager Volunteer and Community Connections. The role is a job share position (18 hrs a week), to ensure continuity of service and requires the successful applicant to be available to cover staff annual leave and sick leave.
The role is responsible for implementing, supporting, evaluating and reviewing a quality volunteer program, which meets the needs of Connect Health service areas, such as hydrotherapy program, land based activities, Social Support Groups and Community Transport service.

About this role

- This role contributes to the development and implementation of strategies that ensure volunteer Services is in line with the National Standards for Volunteering and in line with standards of excellence in volunteer vetting.
- The role oversees the day-to-day activities of Connect Health's volunteers involved in registering, screening, matching and scheduling volunteers to Connect Health's programs, projects and other business activities. The role is supported by several administration volunteers.

Role Objective

Reporting to the Manager of Volunteer and Community Connections and collaboratively working with other members of the Volunteer and Community Connections team, the aim of the position is to:

- Meet the diverse volunteer requirements to support Connect Health & Community's services
- Effectively and efficiently coordinate the Volunteer Services in accordance with the business plan, funded and unfunded program guidelines and organisational policies & procedures;
- Direct recruiting, training, supporting and recognising volunteers to maximise volunteer effectiveness
- Coordinate a timely, efficient and safe Community Transport service, to meet customer/client needs and funding body requirements.

Universal Responsibilities of all employees:

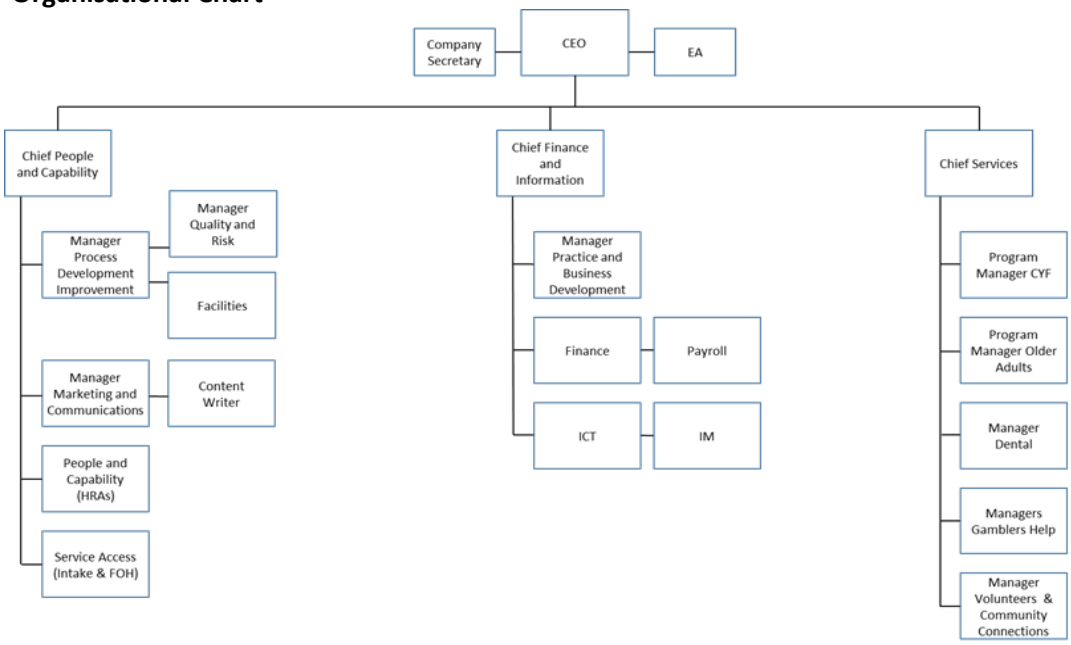
- Promote activities and programs in accordance with Connect Health & Community Vision and Purpose.
- Model and promote Connect Health & Community Values in the workplace
- Adhere to Connect Health & Community Code of Conduct, ensuring professional conduct and confidentiality is maintained at all times, Equal Opportunity principles are followed at all times and undertake and promote safe work practices and procedures in accordance with Connect Health & Community Policy
- Comply with all legislative requirements relevant to the position , policies, procedures, systems and processes of Connect Health & Community and other external stakeholders
- Connect Health & Community are committed to the safety and wellbeing of children and young people
- Intellectual Property remains the sole property of Connect Health & Community, unless otherwise authorised and confirmed in writing

Internal and External Relationships

The Community Connections Coordinator is expected to develop and maintain effective communication networks and working relationships both internally and with key external stakeholders.

Internal Liaisons:	Volunteer and Community Connections Team (VaCC) and Connect Health Staff
External Liaisons:	Volunteer Network Groups, local councils, Community Groups, Clients, My Aged Care

Organisational Chart



Position Specific Responsibilities

Key Performance Indicators

Team's KPI: as indicated in the Commonwealth Home Support Program Program's (CHSP) Activity Work Plan (AWP) for Community transport And Social Support Individual. AWP targets change annually.

Responsibilities

Program Coordination

- Work collaboratively with Manager and relevant internal program staff to identify volunteer requirements/opportunities and action requests for volunteers in a timely manner, ensuring optimum numbers of appropriate volunteers are engaged.
- In conjunction with Manager, and in consultation with relevant program staff, review and evaluate the effectiveness and efficiency of the program/services, identify opportunities for improvement (or new initiatives), and implement agreed follow up actions to ensure the program continues to meet the needs of stakeholders.
- Undertake day-to-day coordination of the Community Transport service consistent with CHSP and HACC PYP guidelines and in conjunction with the policies and procedures of Connect Health and VaCC Community Transport Program.

Volunteer Support

Effectively coordinate all aspects of the life cycle of volunteers, including

1. Recruitment, selection, on-boarding, on-going support, training and recognition of volunteers is conducted in accordance with Connect Health's policies and procedures, and the National Standards for Volunteer Involvement.
2. Ensuring all volunteers have a clearly defined role and role description upon commencement and a clear understanding of their role.
3. Produce volunteer rosters for various programs and transport schedules for Community Transport Services.

4. Participate in the implementation of Connect Health's volunteer functions, ensuring volunteers are appropriately recognised and rewarded, including acknowledging achievements through the Connect Health's Volunteer Recognition Program and other external opportunities for volunteer recognition.
5. Supporting volunteers through regular contact and providing pathways for the resolution of identified issues.
6. Monitor the performance of volunteers to ensure duties are performed in a safe and professional manner.
7. Encourage volunteers to identify unsafe activities and areas, including ideas for improving safety standards.
8. Ensure that information on safety issues are regularly communicated to volunteer drivers
9. Maintain the client and transport bookings systems (TRIPS) accurately and in a timely manner ensuring all completed, cancelled and unmet requests are entered.

Community Transport

Customer/Client Engagement and Support

Effectively coordinate all aspects of the life cycle of customer/client including:

1. Determine eligibility for service provision by matching of client referrals against program guidelines
2. Ensure all clients using transport services have a completed, understand and signed the Community Transport Registration form prior to obtaining service.
3. Commonwealth Home Support Program (CHSP) – promote and ensure clients/customer/carers are registered with My Aged Care (MAC)
4. Coordination and maintenance of relevant client information, ensuring client records and information systems are up to date and accurate.

Data Collection & Reporting

1. Ensure accurate data, information and statistics are collected and maintained, including maintaining the volunteer and Client database and hardcopy files.
2. Undertake reporting and analysis of all aspects of the program in a timely manner to identify trends and determine if program objectives and outcomes have been met.

General Responsibilities

1. The employee will see anyone from whatever funding options are available or will be available in the future. We are moving progressively into a contestable market environment where funding is not attached to a client. Grant funding will not exist for Connect Health and therefore there is a risk that underperformance will lead to loss of revenue and may impact on employment.
2. Promote activities and programs in accordance with Connect Health and Community strategic plan 2016-19
3. Promote awareness to the community that Connect Health & Community encourages consumer, carer and community participation at all levels of the organisation
4. Participate in staff meetings and other organised activities such as quality improvement programs.
5. Undertake other duties as directed.

Key Selection Criteria

Qualifications, Key Skills, Competencies and Personal Attributes

1. 1-3 years' demonstrated experience coordinating a volunteer program
2. Customer focused approach
3. Demonstrated ability to consult and collaborate
4. Sound time management, planning, and organisational skills to meet the demands of the busy position
5. Strong interpersonal, verbal and written communication skills
6. Demonstrated networking and relationship management skills
7. Demonstrated capacity to work both autonomously with limited support and as a team member
8. Demonstrated understanding of continuous improvement, client safety and risk management principles
9. Proficient in using a range of Microsoft Office packages and client/volunteer database

Mandatory requirements:

- Current Victorian Driver's Licence
- Current Police and Working with Children Checks
- Must be a permanent Australian resident or hold a current, valid working visa.

Qualifications:

- Home & Community Care Certificate IV/ Community Services Work - Certificate IV or similar or significant relevant experience.

Supports strategic direction

Proven high level ability to analyse situations and propose creative solutions, particularly in relation to communications and marketing.

- **Achieves results**
  Demonstrated ability to prepare effective and tailored materials for communications and marketing projects and to monitor and evaluate their implementation.
- **Supports productive working relationships**
  Demonstrated high level communication, both written and oral and consultation and negotiation skills with proven ability to liaise with senior executives and the staff within the organisation.
- **Displays personal drive and integrity**
  Proven ability to act independently to meet project goals within identified deadlines and budgets.
- **Communicates with influence**
  Knowledge of contemporary communications and marketing best practice, and experience in implementing communications and marketing strategies in practical situations.

Performance Appraisal

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the Volunteer and Community Connections Manager.

Conditions of Employment	
Remuneration:	The employee will be paid in accordance with the SACS EBA Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.
Tenure	
Location:	Primary Location is 2a Gardeners Road, East Bentleigh. Staff may be required to work at any Connect Health & Community (or partner) site.
Hours of Duty/Flexibility	♦ The Position is job share 18 hours a week to ensure continuous cover of service – expectation when one staff members is away expected the other staff will cover The role requires the following hours: o Monday- 8:30-4:00pm o Tuesday - 8:30-4:00pm o Wednesdays: 9:00 am- 12:30pm ♦ It is the intention that program and/or service coverage is provided across the span of Connect Health operating times, however, staff may be required to work outside of business hours as requested. ♦ It is also our intention to offer staff flexibility in relation to hours and days of work.
Probationary Period:	♦ Confirmation of new employees to Connect Health is subject to a 6 month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Tasks and Accountabilities.
Pre-employment Checks	♦ Employment is contingent upon a satisfactory Police Check & Working with Children Check ♦ All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment. ♦ Relevant prior service must be disclosed
On-going employment Checks	♦ It is the responsibility of staff to maintain and keep up to date all mandatory Checks related to their position at own cost.
Pre-Existing Injury/Illness:	♦ Applicants are required to sign a Pre-Employment Declaration Form.
General:	♦ Management, in consultation with the staff member, reserves the right to modify this position description as required. ♦ Connect Health and Community requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000
Approval Date:	Aug 2019
Revised Date:	
Written By:	Manager Volunteer and Community Connections
Authorised:	CEO
Acknowledgement:	
Employee Declaration:	I have read, understand and acknowledge the contents of this position description.
Employee Name:	
Employee Signature:	
Date:	

ORGANISATIONAL INFORMATION

Connect Health & Community is a registered Company Limited by Guarantee operating in a quality, accredited, not-for-profit environment and governed by a Board of Directors.

Connect Health & Community incorporate key service delivery and community programs for Community Health, Commonwealth Home Support Program, Dental, Gambler's Help Southern (GHS) and Volunteers and Community Connections.

Connect Health & Community employ approximately 160 staff with an operating budget of approximately $12.7M. Connect Health & Community has approximately 200 dedicated volunteers who assist our organisation and community. The organisation's strategic directions and organisational values are supported by our staff and volunteers and defined by behaviours, skills and attitudes.

Connect Health & Community is guided by the principles of the social model of health; holistic service provision; continuous quality improvement; community and consumer participation and the diverse social aspects of our community.

VISION

Healthy People, Healthy Communities

PURPOSE

Assisting you in meeting your health and wellbeing goals.

VALUES

Respect

- Treating others fairly and objectively
- Value the central role of family and community
- Freedom from discrimination, harassment and bullying

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative, timely, cost effective, appropriate and of a high standard.
- Build an adaptive workforce to respond to changing community needs.
- Minimise barriers for people, especially vulnerable communities.

Accountability

- Accepting responsibility for decisions and actions
- Best service value with public funds
- Providing services professionally and to the highest ethical standards
- Acting in a transparent manner

Collaboration

- Working with people and communities to deliver quality, accessible integrated service
- Actively involve the community to achieve people-centred service
- Joint communication and decision making treating all clients, staff and the community with care, dignity and understanding
- Provide a supportive and safe work environment for all voluntary and paid staff

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative.