South East Community Links

**POSITION DESCRIPTION**

**Title**: Co ordinator Organisational Development

**Reports to**: General Manager

**Hours**: ` Four or five days to be negotiated

**Position supervises**: Staff, students and volunteers

**Location**: Springvale

South East Community Links operates in one of Melbourne’s highest multicultural areas.

**Vision**: Every person counts every system fair

**Mission**: Achieving better economic and social outcomes for people I our community.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

**Award Classification**: Employment in accordance with the SCHADS Award, Pay level 6.

The total salary package includes 9.5% super and salary packaging (while allowed under tax paw and without incurring any Fringe Benefit Tax liability.)

**Position Purpose**: This position will co ordinate South East Community Link’s organisational development priorities and ensure our people, our programs and our systems work to increase service access and outcomes for clients and the community.

**Position Context**: This position will be based in Springvale and will also support SECL services in Dandenong and Noble Park. The team will consist of full time/part time business services staff, volunteers and students.

The role ensures that SECL develops as a strong learning organisation in all operational areas.

An ability to integrate organisational development and service programs and strategy will be highly valued.

**Key stakeholders**: SECL Executive Leadership Team

**Partner organisations**: City of Greater Dandenong

Federal Government (DSS)

HR Plus

Volunteer organisations

Universities

**Capabilities**: Planning, co ordinating and leading others

* Takes responsibility for own actions and performance
* Supports skill and knowledge development in others
* Escalates operational matters to management when required.

**Provides high quality** Ability to develop ‘end to end’ service delivery with expertise in

**Client responses**: managing costs, funding, contracts and growth

 Holds IT capability to monitor and evaluate front line experience and emerging trends

* Advanced practice skills with the ability to design and deliver training, professional development programs and services
* Experience in managing service risks, including an ability to prevent, respond and recover from a crisis, or critical incident

Be accomplished at integrated service delivery, have experience in multidisciplinary teams, and can deliver better outcomes for clients

**Client Outcomes:**

* Ability to turn service activity into client outcomes
* Ability to ensure client data systems report accurate, meaningful and impactful information to promote holistic outcomes

**Communications:** Ability to manage effective and meaningful communication among staff, students and volunteers

**Qualifications:**

A tertiary qualification is required for this role preferably in the field of learning and development, human resources or social services.

**KEY SELECTION CRITERIA**

**Essential**

* Minimum three years professional experience in a similar role.
* Excellent organisational and time management skills.
* Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
* Focus on maintaining, extending and developing all aspects of the business.
* Strong commitment to working systemically.
* Contemporary knowledge of evaluation, monitoring, research and an ability to drive an evidence framework.
* Independence in determining appropriate course of action.
* Contemporary knowledge of government policy in respect to support services for families, family violence, multicultural services and social and financial inclusion.
* Satisfactory completion of a National Police check, and Working with Children check, and a current Victorian Drivers License. If you have lived overseas for more than 12 months in the past 10 years, satisfactory completion of an International Police Check is also required.

**Other Information**

1. A probationary period of six months may apply to this position.
2. The incumbent will be required to support SECL policies and procedures.

**KEY RESPONSIBILITIES**

This role will deliver Organisational Development co ordination to South East Community Links in line with our strategic objectives. The role priorities are:

* Manage human resources support to staff in the context of organizational development
* Co ordinate service access ensuring a high level of customer service for our community
* Manage our vital student placement and volunteer programs
* Co ordinate our innovative multi skilled professional development program
* Conduct research and contribute to relevant services and strategy development.

The role will provide general administrative support to SECL and be ready to support a wide range of areas in day to day functions. The person will have experience in an organizational development role, in team management and will drive change in our busy and complex work environment.

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| **Key Responsibilities** |  |
| **People and Capability*** Support continuous improvement initiatives
* Manage OH&S meetings, site audits, compliance calendar, incident reporting and co ordination
* Work with hiring managers to provide end to end support and advice on selection and recruitment and performance
* Co ordinate on-boarding, new start documentation, induction processes, exit interviews and all exit administration
* Facilitate learning and development planning technical behavioural and leadership programs
* Co ordinate all day to day HR related administration including data capture and analysis
* Promote and drive an innovative student and volunteer recruitment process and deliver end to end recruitment program
 | 40% |
| **Service access*** Co ordinate and support front of house staff
* Improve process of first point of contact for clients, stakeholders, partners and facilities management, site audits
* Capture data and provide analysis for service improvements
* Co ordinate integrated reception and intake function
 | 20% |
| **Services development and strategy*** Research policy and evaluation reports relevant to SECL service model
* Analyse service and data for communications and development opportunities
 | 20% |
| **General Administration*** Update website
* Manage phones, Internet, IT support
* Co ordinate communications and promotions
* Improve administration processes
* Ensure SECL uses IT and information effectively
* Co ordinate staff meeting agenda and bookings
* Participate in staff meetings and SECL events
 | 20% |

**REPORTS**

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| Administration Officer – Human Resources * HR administration
* General administration
* Service access administration
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| Administration Officer – Service Access* Reception and intake
* General administration
 | .4 |
| Volunteers* HR
* Volunteers recruitment a priority
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