**JOB DESCRIPTION**

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| **Role Information** | | | |
| **Job Title** | Team Coordinator | **Division / Location** | Avenue |
| **Date** | 12 August 2019 | **Career Band** | Coordinator |
| **Employment Type** | Full-time | **Role balance guide** | **People:** 50%  **Operations:** 40%  **Technical:** 10% |
| **Reporting & Requirements** | * **Reports to:** Avenue Hub Manager * **Member of:** Avenue Team | | |
| **Role summary** | Avenue is a Co-Working Space which enables people of all abilities to work, socialise and learn.  Each Co-Working Space offers people disability the opportunity to:   * **Work:** Avenue harnesses micro-business and the Gig Economy to enable participants to utilise their skills and contribute to the economy. * **Develop Skills:** Avenue Co-Working Spaces offer participants a range of learning and skill development opportunities, across a range of content areas including work skills, social skills and personal development. * **Social Engagement:** Avenue Co-Working Spaces offer participants the opportunity not just to work and learn, but to engage more broadly in social aspects of community life and develop friendships.   The Team Coordinator Role is central to the successful operations of an Avenue Co-Working Space; Team Coordinators are at the heart of the model, leading a small group of Participants to work on and develop their business team. The Team Coordinator is responsible for coordinating the operations of their business team, to ensure that progress is being made and everyone has meaningful work tasks to do. The Team Coordinator is also responsible for ensuring that every member of their team is working in a meaningful way and is developing their skills and confidence. Team Coordinators also work in partnership with Avenue’s Business, Skills and Social Coordinators, to ensure that their team are getting the full array of supports from the Co-Working Space and are working towards their individual goals. | | |

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| **Core accountabilities** |
| * Team Member Management:   + The Team Coordinator is responsible for a small group of participants in Avenue grouped together according to business interests and also support needs.   + The Team Coordinator is the primary contact and manager responsible for each of the participants in their team during those peoples’ time in Avenue.   + The Team Coordinator needs to have a very deep understanding of the support needs of each of the participants in their team, and be able to monitor each person’s supports on a daily basis, to ensure that all of the person’s needs are being met at all times. This might involve:     - Being trained on the specific support needs of everyone in their team. This might require specialist or off-site training, or sessions with the families/allied health providers for participants, to ensure that the Team Coordinator is fully across the participants needs.     - Briefing new Support Workers on the support needs of individual participants and providing hands-on guidance and oversight, if required.     - Ensuring all Support Workers are properly trained, and if not, seeking support from the Hub Manager to ensure training is implemented.     - Highlighting instances where the correct supports are not being implemented, to allow the Hub Manager to step in and make changes.     - Being the contact person for families in circumstances where the person’s support needs change, and new training or information needs to be imparted to others in Avenue.   + Team Coordinators also play a practical and hands-on role in supporting participants in their team; Team Coordinators are factored into the ratio and support on a daily basis, in concert with participants assigned to their team on that day (see below).   + Provide the key point of contact for family members, to provide the sense of consistency in their person’s care, and ensure that information coming to and from families never fallings between the cracks.   + Provide warm, engaging leadership and build strong relationships with all participants in the Team Coordinator’s team, to build a strong community and culture, as well as strong relationships, within Avenue.   + Critically, work in partnership with the Skills, Social and Business Development Coordinators to ensure that each individual is achieving their goals, building their skills and confidence, and is getting everything they need from their involvement in Avenue. This includes:     - Ensuring their participants in their team have social and skills development plans in place, overseen by the respective Coordinators.     - Ensuring all skills development activities are initiated to help the person progress towards their goals.   + Working with other Team Coordinators to enable participation of their participants in other business teams. |
| * Business Management *(This section should be read in conjunction with the document “Team Business Areas”)*   + Each team is focused on *one* micro-enterprise or Gig Economy work process, within the Avenue Co-Working space. Gig economy or micro-enterprise teams might include:     - Flyer Distribution     - Order Fulfillment     - Gardening     - Airtasker Jobs     - Pet minding     - Delivery Driving (Uber Eats, fixed contracts)     - Avenue Originals (making candles and selling via markets.)     - Avenue Entrepreneurs (for participants with their own business idea)     - Hub Management Team   + The Team Coordinator takes absolute responsibility for coordinating the work of their team around the progression of this business activity. This includes:     - Knowing where the business is up to on a day-to-day basis     - Acting as a key point of contact for other stakeholders in that business unit. For example, the Team Coordinator for the Flyer Distribution team will need to contact the partner organisations and set up collection of new boxes of flyers as needed. (See individual business descriptions for work that will need to be done for each unit)     - Ensure that all process are kept on top of – communication, invoicing, stock management, partner relationships, as applicable.   + Ensure that work is broken up and distributed to participants in the way that best suits the participants and the business’ needs. This might include writing briefs, but instructions can also be given verbally if this suits the team.   + Monitor work that goes out during the day, what comes back, and what work needs to roll over into the next day, for the whole team. |
| * Support of Support Workers   + Support Workers will be allocated to each team by the Hub Manager, according to the ratio.   + Team Coordinators will need to manage the available resources in tandem with the Hub Manager to ensure the business progresses and participant needs are met.   + Ensure Support Workers are completing their SupportAbility notes and sign-offs correctly. |
| * Record Keeping and Reporting   + Check all casuals have signed off SupportAbility correctly each day, ready for final sign off by the Hub Manager.   + Keep the participants’ record in SupportAbility accurate and up-to-date.   + Provide feedback to families about their person’s process in Avenue, including:     - Managing production of quarterly reports for their participants.     - Provide regular feedback to families about participants progress – via email or on the phone – based on families’ preferences. |
| * NDIS Management   + Provide input to Hub Manager for annual support letters for all participants in the Team Coordinator’s team, as supporting evidence for their annual NDIS review meeting.   + Ensure SupportAbility is completed for all participants in line with Avenue procedures, for NDIS auditing purposes. |
| **Values and Behaviour**   * Promote and role model appropriate behaviour to support Fighting Chance and Avenue’s culture, performance and brand * Actively support Fighting Chance’s commitment to the principles of diversity, inclusion and Equal Opportunity Employment (EEO) * Constructively contribute and collaborate with all colleagues * Actively demonstrate the organisational values:   + Our community is built on inclusiveness, equality and empowerment.   + We approach everything we do with innovation and dynamism.   + Our social enterprises will always be responsive, sustainable and excellent.   + Our work will make a contribution and have impact. * Deliver high quality work that supports our operating environment * Demonstrate compliance with all legislation and policies and procedures |
| **Health, Safety & Wellbeing**   * Adhere to all health and safety policies and procedures of Fighting Chance and take all reasonable care that your actions or omissions do not impact on the health and safety of others. |

***This job description defines the broad responsibilities of this position which may change based on organisational need.***