



Position Description

Relief Coordinator

Position Title: Relief Coordinator		Program Area: Service Delivery	
Role type:	12 month, fixed-term contract		
Purpose / Objective	<p>The Relief Coordinator acts as a centralised point of contact across all ASC service areas to administer relief funds.</p> <p>The main objective of the roles are to:</p> <ul style="list-style-type: none"> • Ensure compliance to contracts and grants relating to ASC relief funds • Develop systems for referring, monitoring and allocating ASC relief funds • Ensure timely and accurate collection and reporting of relief data • Provide guidance and support to staff and volunteers about requirements for relief assistance 		
Reporting To	Head of Service Delivery		
Reports	Nil		
Hours	30.4	Days	4
Responsibilities			
<ul style="list-style-type: none"> • Review in-house referrals for ASC relief payments and work with service delivery teams to determine eligibility for assistance • Collect required documentation and evidence to ensure compliance for relief payments • Implement regular reviews of people's financial circumstances and ongoing eligibility for relief payments • Ensure compliance with funding and grant conditions relating to ASC relief payments • Monitor budgets and expenditure of relief payments through spreadsheets, databases and online banking • Engage with a range of internal and external stakeholders to foster and sustain collaborative relationships • Work collaboratively and inclusively with ASC service delivery programs • Contribute to the co-design of robust ASC relief guidelines and processes • Introduce innovative ways of working and create efficiencies • Maintain a high level of qualitative data collection and project management principles • In consultation with the Head of Service Delivery and IT, develop and implement tracking and evaluation tools to measure and monitor the performance of ASC relief support 			

- Prepare reports to the Board, Executive management and Multicultural NSW

Competency Profile

- Ability to understand and engage with people from culturally and linguistically diverse (CALD) backgrounds.
- Excellent computer skills and literacy. Must be confident and able to work autonomously with a range of system and databases (experience with Google applications an advantage)
- Commitment to results; a “can-do” mindset with emphasis on accountability, data management and people-focused outcomes.
- Ability to think innovatively and creatively to solve problems
- Ability to work collaboratively and patiently with other staff and volunteers
- Ability to adhere to policies in relation to code of conduct, boundaries and confidentiality
- Excellent communication, relationship engagement, interpersonal and written skills.
- Exceptional attention to detail, organisational and time management skills.
- Understanding of the principles of change management to help others adapt to change
- Ability to develop positive working relationships with other ASC services and stakeholders
- Ability to work effectively as part of a team that is multidisciplinary and diverse team, based in various locations (in-house and remote)

Selection Criteria

Essential Requirements

To be successful in this position, it is essential that you can demonstrate in your application:

- Experience working with a vulnerable community
- Ability to work in a culturally respectful and competent manner with individuals, families and communities to ensure dignity and respect is maintained
- Capacity to work cooperatively in a multidisciplinary team comprised of staff and volunteers
- Experience with reviewing, monitoring and evaluating information to determine eligibility/requirements
- Strong analytical and reporting skills, and the ability to use data as a mechanism for tracking and continuous improvement
- Sound technical skills and the capacity to build in systematic ways of working
- Ability to deliver assistance in a warm, caring and highly effective person-centred manner
- Demonstrated experience of operating within a process-driven environment
- An understanding of social justice issues and the ability to implement them through the ASC relief support program
- Tertiary qualifications in a relevant field



Desirable

It is beneficial in this position that you can demonstrate the following desirable qualities:

- Specific knowledge of the humanitarian sector or other similarly marginalised communities.
- Experience in project coordination
- Experience working with grants and/or government contracts

Special Conditions / Other Requirements

Due to the COVID-19 pandemic, ASC is delivering services differently. The successful candidate must be flexible to work from the office or work remotely, as necessary.

General Conditions

All ASC staff, volunteers, students and Board directors are required to:

- Adhere to ASC's vision, purpose and values
- At all times act and adhere to ASC policies and procedures
- Demonstrate respectful and welcoming behaviour with all people at ASC in culturally appropriate ways
- Comply with ASC Health and Safety systems
- Comply with ASC Incident Management systems and emergency protocols
- Comply with ASC Child Protection measures to determine suitability for working with children and young people. This includes a valid NSW Working with Children Check and a Statement of Prior Convictions.
- Comply with relevant state/territory legislative requirements