

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.



Projects Coordinator (FTE)

Position Description

Applications DUE: 31st August, 2020

Program

The purpose of WYAC is to improve the overall wellbeing of Indigenous youth in Wyndham, aged 6- 25 years. WYAC represents a coordinating body for youth service delivery in Wyndham and is committed to supporting partnering agencies to join WYAC in the creation of place-based, evidence-based and collective responses to youth needs and aspirations. WYAC is led by the local knowledge and expertise of the organisations indigenous Directors, staff and community.

Function of Role

To be responsible for achieving program and staffing deliverables, across WYAC contracts. Including Key Performance Indicators (KPI's) across WYAC contracts through the development & coordination of WYAC programming and staffing. Programs target Indigenous youth between 6- 25 years of age with complex needs, including and not limited to alcohol and other drug (AOD) misuse and trauma.

The role will include:

- Actively manage staff across WYAC programs, including program planning processes to achieve outcomes
- Manage HR processes including rostering, time sheet submission, leave; and contribute to individual & group staff training schedules
- Manage the planning and coordination of WYAC contracts and related activities, to ensure all deliverables are achieved (KPI's), & prompt and appropriate responses to all requests for service according to organisation policies and procedures
- Comply with reporting and administrative requirements for service delivery and employees and ensure that all data is accurate and up-to-date
- Comply with and ensure implementation of policies and practices across program delivery
- Work within a budget framework and report regularly as required
- Contribute to weekly communications through media relations and social media
- Liaise with and develop positive working relationships with other professionals and agencies in the area, participating in relevant forums and meetings as indicated.
- Schedule and organize meetings/events and maintain agenda, where required
- Keep updated records and create reports or proposals
- Support growth and organisational program development
- Understand and use Microsoft packages and contribute to the ongoing development of WYAC's database and systems
- Other duties as directed

Contract Period:

This is a fixed term contract until 30th June 2021, with expected extension.

Responsible to:

General Manager (CEO)

Essential Qualifications and Experience (selection criteria)

- Proven experience as Program Coordinator or relevant position
- Demonstrated experience working with Indigenous people
- Knowledge of and/or experience in management of contracted projects/programs and development of procedures including the ability to work within a funded project according to program guidelines regarding assessment, service provision, reporting and accountability.
- Demonstrated ability to ensure program operations are completed in the timeframes required and according to organisation policy and procedures and legislative requirements
- Demonstrated knowledge of contracts, budgeting and reporting

- Tech savvy, proficient in MS Office
- Demonstrated ability to work with diversity and manage multi-disciplinary teams
- Demonstrated excellent time-management and organizational skills
- Excellent verbal and written communication skills
- Demonstrated detail-oriented and efficient
- Valid Working with Children card and National Police Check
- C- Class Open license

Desirable:

- Qualification in business administration of relevant field
- Qualification in social services or relevant field

Quality Responsibilities

- To follow & contribute to the organisation policy and procedures regarding quality.
- To demonstrate & support all staff to work within the philosophy of responsive, flexible service provision through the practices of the program.
- To ensure that performance measures are met across all WYAC program contracts.
- To contribute to and participate in continuous improvement initiatives within the organisation.

WHS Responsibilities

- To adhere to organisation policy and procedures regarding WHS.

Development

- To develop programs that meet contract and client requirements
- To contribute to the ongoing monitoring, review and development of WYAC systems and processes.
- To identify gaps in service options to best meet clients' needs and action required to meet these.
- To represent the organisation in a positive and responsive manner in all dealings/contacts with internal and external clients.

Authority

- Work within the funding parameters of WYAC's budget.
- Actively manage a team of staff including delegation of tasks, rosters and time sheet submission.

Staff Management

- Teams across various program contracts.

Remuneration (Total package from \$89,650- \$98,795 pro rata + PD allowance and applicable penalty rates)

- Above Award rates based on skills and experience- to be negotiated.
- The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.
- Your total remuneration will be increased 6-monthly based on Award changes to hourly rates.
- Opportunity to Salary Sacrifice an additional \$15,900 per year, greatly increasing your take home
- As part of total package, you will be entitled to an annual flight allowance, payed on each 12 months of completed service.
- As part of total package, a weekly rental allowance, whilst living in Wyndham for the role.
- Professional development opportunities and pathway to further leadership role, on application and at the discretion of your employer.
- 6 Weeks Annual Leave, pro rata.

Additional requirements

- Flexibility in spread of hours required from time to time in order to be responsive to client, family and staff needs. Overtime to be managed in accordance with WYAC Overtime & Leave Policy.

I have read and understood the information in this Position Description and the accompanying WYAC Code of Conduct and agree to comply with its requirements and obligations.

Name: _____ (please print)

Signature: _____

Date: _____

1. Code of Conduct

Policy

Employees and Directors members adhere to the organisation's Code of Conduct which reflects the behaviour expected and is designed to encourage integrity and professionalism.

Procedure

- Code of Conduct philosophy: WYAC prides itself on the professionalism and ability of its employees and Directors to meet community needs. The organisation strives to be a leading service provider and to provide a safe, healthy and happy workplace.
- This Code of Conduct is designed to ensure that all employees, Directors and community members are treated in a manner that reflects the mission, culture and legal obligations of the organisation.

Compliance

All employees and Directors members are expected to:

- observe all policies, procedures, rules and regulations at all times
- comply with all Federal, State and local laws and regulations
- comply with all reasonable, lawful instructions and decisions related to their work
- maintain a high degree of ethics, integrity, honesty and professionalism in dealing with community members and other employees
- adhere to the Workplace Health and Safety Policy and Procedure
- maintain the confidentiality of the organisation's operations in relation to service activities, confidential documentation and work practices during and after their employment
- take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other employees and community members. Employees are expected to make themselves familiar with their workplace health and safety obligations.
- promote and protecting the interests and safety of children. We have zero tolerance for child abuse (See Section 5 of this Document).
- Staff are required to behave as positive role models & adhere to the all standards of behaviour, both inside and outside of their rostered work hours.
- WYAC has a 0% tolerance of bullying (including cyberbullying) involving clients and staff.
- Staff found to be engaging in any form of bullying behaviour or poor standards of behaviour will be liable to disciplinary action, including possible instant termination of employment contract.

Employee and Directors behaviour

- If an employee breaches the following guidelines, disciplinary action may be taken.

- ☒ If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.

Employees and Directors members should not:

- ☒ discriminate against another employee or community member on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference
- ☒ engage in fighting or disorderly conduct, or sexually harass other employees and community members
- ☒ steal, damage or destroy property belonging to the organisation, its employees or community members
- ☒ work intoxicated or under the influence of controlled or illegal substances
- ☒ have sexual relationships with persons under the age of 16.
- ☒ drink alcohol or smoke any substance whilst in WYAC uniform (before, during or after work hours).
- ☒ bring illegal substances to the workplace
- ☒ smoke on the organisation's premises or in its motor vehicles

Dress code

Employees and Directors members must:

- ☒ dress to comply with workplace health and safety regulations relevant to their work activities
- ☒ dress suitably for their position, presenting a clean, neat and tidy appearance at all times
- ☒ wear a uniform (if supplied) and maintain its condition (clean and not torn)
- ☒ consult with the Manager or Program Supervisor if unsure of the type of clothing appropriate to their position.
- ☒ Employees who deliberately breach this dress code may receive disciplinary action.

Privacy and confidentiality

- ☒ Securely store personal information provided by a client or employee.
- ☒ Take reasonable steps to ensure this material is kept secure against:
 - loss
 - unauthorised access
 - use
 - modification or disclosure
 - misuse.
- ☒ Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware and has consented to the disclosure – unless through course of criminal investigation.
- ☒ Keep information about all service provision confidential within the organisation. Do not disclose information associated either directly or indirectly, to the organisation to external parties unless authorised by the Manager or Program Supervisor.

Dealing with aggressive behaviour

- ☒ Employees are expected to provide high standards of service provision, but the organisation does not accept any form of aggressive, threatening or abusive behaviour towards its employees by community members.
- ☒ If an employee is unable to calm the person and/or believes the situation places them or other employees in danger, they should notify the Manager or their Program Supervisor.

Use of computers, telephones, facsimiles

- ☒ Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.
- ☒ Employees and Directors members **should**:
- ☒ use communication and information devices for officially approved purposes only
- ☒ use these communication and information devices for limited personal use, as long this use does not interfere with their daily duties
- ☒ not share their password/s with another employee or share another employee's password/s.

☒ Use of the Internet and email

- ☒ Internet and email are provided to employees and Directors members for genuine work-related purposes.
- ☒ Employees and Directors members **should**:
 - limit personal use to a minimum. The organisation may monitor use and call upon employees to explain their use.
 - comply with copyright regulations when using the Internet or email.
- ☒ Employees and Directors members **should not**:
 - divulge personal or confidential information via the Internet or email
 - use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches the Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure.
- ☒ While the privacy of all employees is respected, emails may be used as evidence if legal action is taken against an employee.
- ☒ This information may also be used as evidence of a breach of the Code of Conduct or the Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure (See Section 8 of this Document).