



Position Description

Community Development Coordinator

Wesley LifeForce
July 2020

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Community Development Coordinator

Wesley LifeForce

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley LifeForce

Established in 1995 as a response to the growing number of suicides in Australia, Wesley LifeForce provides suicide prevention services that educate and empower local communities, supporting people most at risk. Wesley LifeForce takes a comprehensive approach to tackling suicide by working in the areas of prevention, intervention and postvention.

Since 2007, Wesley Mission has partnered with more than 100 communities throughout Australia to develop and maintain Wesley LifeForce Suicide Prevention Networks. These community-based networks address area-specific suicide and wellbeing issues. Wesley acts as a backbone agency, providing seed funding, facilitation, network governance and support in developing strategic community action plans. Wesley LifeForce Networks are owned by the community and tailor activities to address local concerns. The Networks target high-risk populations in all Australian states and territories, including more than 21 which are in Aboriginal or Torres Strait Islander communities.

Overview of role

- Consult with stakeholders in an identified or nominated community to determine the viability of establishing a community-led suicide prevention network.
- Facilitate and support the development, implementation and ongoing progress of suicide prevention networks through the implementation of the Wesley LifeForce community engagement framework.
- Ensure the activities of the project are operated effectively and efficiently and provide a quality service.

3 Relationships

Reports to: The Networks Manager and Senior CDC, Wesley LifeForce.

Works with:

- Other Wesley Mission staff, e.g. Wesley Training and other Wesley Mission teams, volunteers, networks, committees and Boards.
- Corporate services provided by Head Office, e.g. accounting, legal, communications, fundraising, property development and human resources.
- Outside the Organisation: Uniting Church staff, government departments, service providers and industry organisations.

4 Major role responsibilities

4.1 Our clients

- Proactively identify communities in which to establish suicide prevention networks.
- Convene and facilitate online video conferencing and in person forums
- Identify, develop and facilitate community and stakeholder engagement strategies encouraging a collaborative and community-based approach to suicide prevention.
- Deliver the Wesley LifeForce networks framework in response to local needs, regional priorities and Wesley LifeForce strategic objectives.
- Empower communities by encouraging their participation in network development, implementation and evaluation to ensure sustainability and long-term community outcomes.
- Embed a place-based co-design process to facilitate community consultation and service delivery
- Facilitate the development of strategic and project plans for each network (in collaboration with network members) which outlines aims and objectives.
- Provide ongoing support through the distribution of relevant information/literature and by maintaining regular contact with network members either by telephone, Skype and in person.
- Map and maintain accurate information about the Network communities in the Client Relationship Management System and other relevant data base systems, including information on, Network progress, activities and health status
- Raise the profile of Wesley LifeForce within network communities to develop and maintain high levels of recognition and community engagement in the provision of suicide prevention activities.
- Regularly report to and inform the Networks Manager on the main matters relating to network establishment and development.
- Encourage the voice of lived experience to guide our work
- Be a strong ambassador for the Wesley LifeForce team.

4.2 Our people (our team)

- Regularly report to and inform the Networks Manager on the main matters relating to network establishment and development.
- Support and contribute to the internal and external evaluation components of the project, including systems to support assessment and collection data.
- Provide reports and undertake project work as requested by the Networks Manager.
- Pursue the implementation and maintenance of best practices, policies and procedures.
- Handle confidential matters with discretion.
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.
- Actively research significant and emerging trends impacting on mental health or be informed by research findings (CDCs have a responsibility to be informed of risk factors due to COVID/drought/fires etc)
- As directed by the Networks Manager, Wesley LifeForce, perform other duties not inconsistent with the functions of this role
- promote and ensure adherence to Wesley Mission brand
- Maintain office and workstation in an appropriately neat and tidy state at all times.

Our operations

Ensure compliance with contractual funding requirements, regularly reviewing and monitoring progress ensuring:

- Service delivery requirements are met;
- Meet KPI deliverables within the designated time frame, ensure new networks are established by the proposed date and Networks on workload adequately supported;
- Networks supported to develop and action Strategic Plans within the first 12 months of establishment
- Quality assurance standards are met;
- Reporting requirements are met by the requested date;

- Ensure CRM is up to date always;
- Ensure Network Health Checks are conducted by the due date;
- Good working relationships are fostered with internal and external stakeholders;
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates;
- Commit to a continuous improvement process.

4.3 Our financials

- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible;
- Ensure Credit card reconciliations are updated monthly;
- Ensure invoices to be paid are submitted for payment within the month of generation;
- Ensure Networks access their seed funding within the first 12 months of establishment.

5 Professional responsibilities

Personally model excellence in ethical service delivery and professional standards. This will be reflected in the following:

Professional Development

- Agree on a program of ongoing professional development and training with the Networks Manager, Wesley LifeForce.
- Take responsibility for personal career development and training

Work Practices

- As an employee, be responsible under the Work Health and Safety Act 2011 for the health and safety of all persons you come into contact with during your employment. All hazards and injuries must be reported through the proper process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures.
- In relation to Wesley Mission and the Uniting Church in Australia attend such functions including (but not limited to) the Wesley LifeForce Memorial Days, meetings, seminars, and training courses as directed by the Networks Manager;
- Comply with all COVID -19 directions and requirements.
- Apply the responsibilities of the Workplace Injury Management and Workers Compensation Act 1998. Participate, at least annually, in the Mission's Employee Contribution and Development Review (ECDR).

- Participate in Wesley Mission's Orientation program, to gain an understanding of the application of the EEO, Affirmative Action, Privacy and Personal Information Protection Act 1998, Work Health and Safety Act 2011 and other relevant legislation.
- Engage in other activities to support the delivery of the Wesley LifeForce Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

6 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience
- Demonstrate inclusivity, cultural sensitivity and awareness.

Essential skills/knowledge

- A passion for suicide prevention
- Relates well to a range of people with sound listening, problem-solving and written communication skills
- Knowledge and experience of community development and participatory development practice
- Proven ability to engage and develop effective relationships with government and non-government agencies and to the broader community
- Understanding of First Nations People's history and the holistic context of social and emotional wellbeing
- Effective report writing skills
- Experience in developing and implementing project plans
- Excellent organisational skills
- An understanding of group processes

- Experience in facilitating meetings
- A current Driver's Licence

Desirable skills/knowledge

- An understanding of issues facing rural and remote communities
- Cultural awareness and sensitivity
- Understanding of Governance
- Not-for-profit or cause related management experience.
- Hold or be eligible to obtain a Working with Children Card (appropriate for each state)