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## Position Description

<b>POSITION TITLE:</b>	Programs Coordinator
<b>CLASSIFICATION:</b>	Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016, Class II (b) SCHCADS (SACS) Level 5
<b>SALARY:</b>	\$41.89 per hour, yearly increments.
<b>HOURS OF WORK:</b>	0.68 / 51.75 hours per fortnight. Days/times to be negotiated. Some evening or weekend work may be required.
<b>CONDITIONS:</b>	This position is subject to continued funding of programs.
<b>LOCATION:</b>	Span Community House, 64 Clyde Street, Thornbury Vic 3071.
<b>REPORTS TO:</b>	Manager, Span Community House.

### POSITION PURPOSE

To plan, implement, co-ordinate, evaluate and ensure compliance of Span Community House's social inclusion programs within a community development, lifelong learning and health promotion framework.

Social inclusion programs provided by Span consist of Home and Community Care – Program for Young People (HACC-PYP), Commonwealth Home Support Program (CHSP), Adult Community and Further Education (ACFE), working within the NDIS sector, other community and social activities. The current funding model targets those with disabilities, mental illness, chronic conditions, those experiencing financial disadvantage and community members facing social barriers and isolation.

The role creates opportunities, and promotes these opportunities within the sector directly to local agencies and supporters of vulnerable community members.

Most importantly the role provides a supportive, empathic, compassionate intake and support to community members facing barriers and social inclusion.

To manage, co-ordinate, support and evaluate Span's Volunteer Program.

### ORGANISATION OVERVIEW

Span Community House is an independently run, not for profit, non-government, incorporated association, providing quality, low-cost, educational, social, sustainable, recreational and community development programs and activities in response to community need.

## VISION

Empowering people to create an inclusive, healthy and sustainable community.

## MISSION

Span Community House will develop and support the local community through educational, social inclusion and recreational activities:

- Community development and connectedness,
- Sustainability,
- Empowerment of marginalised groups and those experiencing economic disadvantage,
- Health and wellbeing,
- Social justice,
- Education and knowledge.

## VALUES

Span provides programs and services underpinned by the following values:

**Inclusiveness** - We welcome and embrace diversity of culture, sexuality, religious beliefs and all abilities.

**Quality** - We are committed to operating our organisation with a high degree of competency and professionalism.

**Empowerment** - We are committed to supporting and upskilling our community so they can improve their own circumstances and contribute to the creation of an inclusive, healthy and sustainable community.

**Responsiveness** – We are proactive in identifying the needs of our community and providing timely programs and services to respond to their needs.

**Equity** – We will treat everybody fairly and ensure access, opportunity and empowerment for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

**Integrity** - We operate our organisation and treat people with respect, honesty and fairness. Our decision making, and our processes will be transparent.

**Sustainability** – We adopt and model practices that contribute to the sustainability of our planet as well as providing education and projects that empower our community in these practices. We are also committed to the financial sustainability of our organisation by ensuring we comply with our funding bodies criteria and by proactively seeking and managing a variety of income streams.

## KEY RESPONSIBILITIES

- Co-ordinate the volunteer, HACC-PYP, CHSP, NDIS and social inclusion programs.
- Ensure reporting to and compliance with funding body requirements.
- Provide accurate, up to date reporting and record keeping to meet volunteer program needs, funding bodies and in-house requirements.
- Identify, develop, plan, implement, coordinate, monitor, evaluate and promote existing and new innovative social inclusion activities and programs in line with our funding bodies, Span's strategic direction, community needs and referral organisations.
- Provide one on one intake assessment with support, compassion and empathy.
- Provide support to participants with high needs and tutors working with those with high needs.
- Ensure consistency and quality improvement measures are undertaken, as required, for activities, programs and events.
- Develop partnerships and networks within the social support sector building a sound referral base.

- Liaise and network with groups and agencies appropriate to the role.
- Coordinate the Volunteer Program, develop and review policies and procedures, ensure effective communication, recruitment, support, volunteer task allocation and professional development.
- Provide day-to-day support for volunteers.
- Contribute to other organisational requirements as required.

## **DUTIES**

### **Social Inclusion Programs**

- Evaluate community needs and plan activities to meet these needs.
- One on one intake assessment with support, compassion and empathy.
- Provide access to, and information on, opportunities that will assist socially disadvantaged community members in identifying and achieving their goals.
- Alleviate barriers for participants who are overwhelmed by personal circumstances or are reluctant to join an activity due to past experience.
- Raise participation levels of residents in local public housing estates by evaluating needs of residents and planning activities on estates and encouraging participation at Span.
- Working with staff to raise community participation in social inclusion activities and programs.
- Support participants with higher needs in activities.
- Support tutors with participants who have higher needs.
- Maintain records, compliance and report on activities as required by funders of social inclusion activities.
- Promote social inclusion activities and programs to the community, participants and referral organisations.
- Working with staff analyse local needs, initiate awareness of and establish projects that respond to such needs.
- Maintain participant confidentiality at all times.
- Provide a responsive and clear service to referrers, families and individuals seeking a pathway for social engagement.
- Provide encouraging, compassionate, empathic, open and genuine support to each individual seeking an avenue for social connections. Be an active listener, assisting members find a suitable activity within their abilities and the programming options both at Span and within sector.
- Follow active service model principles when welcoming and encouraging diversity within Span.
- Work within and encourage a culture to ensure that Span is nonjudgmental, welcomes all abilities and is non-discriminatory, by role modelling and support of staff/tutors/volunteers.
- Professional, accurate, clear and informative correspondence and liaison with referring agencies and case managers to work on best outcome solutions for individual consumer.
- Provide options for alternative referral pathways based on sound knowledge of social and disability supports within the area.

### **Volunteer Program**

- Recruit, induct, train, monitor and review volunteers.
- Guide and provide information to the administration officer to ensure accurate and up-to-date record keeping.
- Working with the administration officer develop and implement cost effective appreciation and recognition for volunteers. An up to date data base is kept for this purpose.
- Regularly provide encouraging feedback.

- With staff ascertain the priority needs and gaps for potential volunteer roles, and recruitment needed for these roles.
- Conduct effective selection process to place appropriate volunteers and match volunteer's skills and needs to the volunteer role.
- Monitor each volunteer's performance with relevant staff members.
- Maintain volunteer confidentiality at all times.
- Along with all staff, provide day-to-day support to volunteers.

### **Other**

- Continually review the external environment for opportunities for partnerships, programs and activities that benefit the community.
- Assist with policy and procedures development, implementation and review, and strategic and business planning as required.
- Undertake professional development activities.
- Facilitate Occupational Health and Safety within the organisation.
- Provide reports and advice to the Manager and Board of Directors.
- Undertake other duties, consistent with skills and experience, as directed.
- Contribute to general duties or reception duties as required.
- Undertake higher duties if required.
- Work with the Manager and Board of Directors to design and plan projects which align with and further the strategic plan, mission and goals of the House.
- Attend and participate in meetings which are relevant to the role.
- Undertake with duties that may include, but not limited to, tours of House, photography, social media, promotion, form fill assistance.

### **SELECTION CRITERIA**

#### **Essential**

- An appropriate tertiary qualification preferably in the social sciences, health or health related industry or a minimum of five years' equivalent experience suitable for this role.
- Demonstrated experience working collaboratively and autonomously within a community development and health promotion framework.
- Demonstrated experience coordinating, communicating with and supporting volunteers.
- Ability to source and develop relationships with social support agencies.
- Ability to multi task, initiate and commit to task completion, whilst being innovative and creative.
- Ability to effectively plan, prioritise and complete a wide variety of tasks and goals under tight timelines.
- Demonstrated high level verbal and written communication skills.
- Ability to provide high level accuracy in record keeping.
- Demonstrated ability to work with minimal supervision, including determining own work priorities and meeting deadlines.
- Ability to work autonomously, and effectively in a team environment and work cooperatively with others.
- Well-developed interpersonal skills, including the ability to communicate effectively, empathically and compassionately with a diverse range of people.
- Demonstrated ability to work sensitively with people from diverse cultural and social backgrounds.
- Computer literacy – Office 365 and Microsoft Office programs.

### **Desirable**

- Knowledge of NDIS, CHSP, HACC-PYP, ACFE, MyAgedCare.
- Driver's license.
- Ability and skill to drive a passenger van for group outings.
- Demonstrated understanding of the principles of duty of care and privacy, and a commitment to participant's rights within both an individual and organisational context.
- First Aid Certificate.
- OH&S training or knowledge.

### **EMPLOYMENT CONDITIONS**

- Police check.
- Working with children's check.

### **APPLICATION PROCESS**

- Closing Date: 18<sup>th</sup> April 2021
- Please email your application to [manager@spanhouse.org](mailto:manager@spanhouse.org)
- Essential selection criteria must be addressed for the application to be accepted.
- Details of at least two referees to be provided upon request.
- For further information contact the Manager on 9480 1364.

Dated: 31<sup>st</sup> March 2021