

# POSITION DESCRIPTION

## State Program Coordinator



<b>Position Title</b>	State Program Coordinator
<b>Department</b>	Programs Team
<b>Reports To</b>	National Programs Manager
<b>Employment Status</b>	Permanent Full-time (37.5hrs)

### PURPOSE STATEMENT

This position is responsible for the day to day co-ordination of the Therapy Dogs and Classroom Canines Programs in a particular state. Duties include recruitment of new volunteers through the promotion, interview, assessment, training and placement process, as well as relationship management, training and support of existing volunteers. It also has a key responsibility of recruiting new facilities and managing relationships with Partner Facilities. The position may also be required to assist with fundraising, media and promotion activities as needed.

### DIRECT REPORTING RELATIONSHIPS



### SELECTION CRITERIA

Essential Criteria	Desirable Criteria
<ul style="list-style-type: none"> <li>• An ability to develop and maintain positive relationships with a broad range of internal and external stakeholders;</li> <li>• Proven to be a results oriented self-starter who enjoys achieving targets;</li> <li>• Well developed communication, influencing, liaison and negotiation skills and established problem solving and conflict management skills;</li> <li>• Highly organised, efficient, with exceptional time and work management skills;</li> <li>• Strong administrative skills, including good attention to detail;</li> <li>• Good financial management skills;</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in social sciences, NFP/Social Enterprise Management or volunteer management;</li> <li>• Industry experience working in a for-purpose organisation (Aka NGO, NFP or charity);</li> <li>• Proven experience as a Volunteer Coordinator;</li> <li>• Experience working alongside or as a volunteer yourself;</li> <li>• Experience working in or with health or community facilities</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrated commitment to professional learning and continuous improvement;</li> <li>• A love for dogs and animals, a passion for our mission and a commitment to positive rewards-based animal training;</li> <li>• A commitment to safeguarding vulnerable people;</li> <li>• An ability to work autonomously and within a geographically dispersed national team;</li> <li>• An ability and desire to travel across the state;</li> <li>• An ability to work weekends and evening as required;</li> <li>• Strong computer literacy (including proficiency with the Microsoft Office suite and experience using CRMs) and an ability to adapt to new technologies; and</li> <li>• A current unrestricted Driver Licence.</li> </ul>	<p>such as hospitals, aged care, disability or mental health services etc.; and</p> <ul style="list-style-type: none"> <li>• Experience coordinating or delivering Animal Assisted Interventions.</li> </ul>
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## ROLE SPECIFIC RESPONSIBILITIES

### Volunteer Recruitment and On-boarding

<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
<ul style="list-style-type: none"> <li>• Work collaboratively with other members of the team to market for prospective volunteers;</li> <li>• Attend to all enquiries from prospective volunteers;</li> <li>• Manage the applicant waitlist, ensuring regular communication with those who have submitted their EOI for the volunteer roles;</li> <li>• Coordinate the volunteer recruitment processes for the State, including application review and selection, interview, reference check and canine and handler assessments;</li> <li>• Organise and run Canine and Handler Assessment Days, including coordination of bookings, venues, catering, Assessors and Volunteer Helpers;</li> <li>• Organise and deliver the Volunteer Induction Training days including co-ordinating venues and catering, and utilising the training resources to deliver content to new recruits;</li> <li>• Manage the probity check process for all new volunteers, including overseeing the application, verification (where required) and record management of all required probity checks (including but not limited to National Police Checks and Working with Children checks);</li> <li>• Ensure new volunteers understand Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.;</li> <li>• Coordinate the Therapy Dog Team placement process whereby volunteers and their dogs are matched with one of the organisation's Partner Facilities; and</li> <li>• Support volunteers through the facility orientation and training process.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to enquiries in a timely and professional manner;</li> <li>• Achievement of waiting applicant retention / attrition levels;</li> <li>• Conduct budgeted number of assessments each year;</li> <li>• Process and record probity checks as per relevant legislation and Delta policy; and</li> <li>• Achievement of placements for all new volunteers following each volunteer intake round within agreed timeframes.</li> </ul>

### On-going Volunteer Management

<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
<ul style="list-style-type: none"> <li>• Maintain all records relating to volunteers, including database records, personnel files and other records as required;</li> <li>• Coordinate the program delivery schedules for volunteers;</li> <li>• Pro-actively and regularly contact volunteers to foster strong engagement with Delta;</li> <li>• Coordinate ongoing training for volunteers;</li> <li>• Support the delivery of all volunteer recognition initiatives;</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate record keeping as per the work instructions set out by the organisation;</li> <li>• Achievement of budgeted volunteer retention/attrition levels;</li> <li>• Conduct budgeted number of re-assessments each year;</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure volunteers remain current in their understanding of Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.;</li> <li>• Work with the National Programs Manager to resolve volunteer management issues, including complaints, conflict, and non-compliance with Delta policies and procedures;</li> <li>• Coordinate the on-going re-assessment processes for existing Therapy Dog Teams;</li> <li>• Ensure volunteer probity checks are current, verified and recorded accurately;</li> <li>• Ensure volunteers are providing regular visit reports;</li> <li>• Organise and attend regular social functions for volunteer engagement e.g. Christmas party;</li> <li>• Maintain volunteer social media groups; and</li> <li>• Assist the Paws the Pressure Co-ordinator in selecting and scheduling volunteers for the Paws the Pressure program.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve engaged and happy volunteer group (as per volunteer satisfaction review);</li> <li>• Monitor the expiry of probity checks and work with the Office Administrator to take action for renewal as required; and</li> <li>• Find appropriate replacement facility for volunteers whose last placement has concluded within agreed timeframes.</li> </ul>
<b>Facility Recruitment and On-boarding</b>	
<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
<ul style="list-style-type: none"> <li>• Work collaboratively with other members of the team to market for prospective facilities;</li> <li>• Attend to all enquiries from prospective facilities;</li> <li>• Convert interested facilities to application stage;</li> <li>• Manage the facility waitlist, ensuring regular communication with new and replacement facilities;</li> <li>• Develop and execute Facility Agreements for all facilities entering the program (excluding national agreements);</li> <li>• Ensure all other documentation required by the facility prior to the placement of a Therapy Dog Team is submitted by all facilities;</li> <li>• Ensure facilities understand Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.; and</li> <li>• Support facilities through the placement process, including establishing program design, supporting any pre-requisites required to be undertaken by the volunteer and ensuring facility orientation takes place with the volunteer.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to enquiries in a timely and professional manner;</li> <li>• Achievement of waiting facility retention /attrition levels;</li> <li>• Achievement of budgeted number of new facilities signed up to contract stage; and</li> <li>• Facility wait time from sign up to placement kept within agreed timeframes.</li> </ul>
<b>On-going Facility Management</b>	
<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
<ul style="list-style-type: none"> <li>• Maintain all records relating to facilities, including database records, facility files and other records as required;</li> <li>• Pro-actively and regularly contact facilities to foster strong engagement with Delta;</li> <li>• Ensure facilities remain current in their understanding of Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.;</li> <li>• Work with the National Programs Manager to resolve facility related issues, including complaints, conflict, and non-compliance with Delta policies and procedures;</li> <li>• Maintain the currency of all Facility Agreements;</li> <li>• Maintain all compliance requirements required by the facility as part of the Terms of our Agreement; and</li> <li>• Support the Aged Receivables process by following up with facilities, as required, who have not paid their contributions towards the program delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate record keeping as per the work instructions set out by the organisation;</li> <li>• Achievement of budgeted active facility retention/attrition levels;</li> <li>• Achieve engaged and happy host facility group (as per facility satisfaction review); and</li> <li>• Monitor the expiry of Facility Agreements and take action for renewal as required.</li> </ul>
<b>Other Duties</b>	

Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>• Assist in organising Therapy Dog Teams and other logistics for fundraising activities as needed;</li> <li>• Assist in organising Therapy Dog Teams and other logistics for media activities as needed;</li> <li>• Contribute to the review of key organisational policy &amp; procedures and resources as required by the National Programs Manager;</li> <li>• Provide reports as required;</li> <li>• Attend to special projects and other reasonable duties as required from time to time as required by the National Programs Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide timely and accurate reporting as needed;</li> <li>• Operate within Delta's policies and procedures; and</li> <li>• Operate within approved budget.</li> </ul>

CORE RESPONSIBILITIES	
Accountabilities	Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> <li>• Work Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates action taken in identifying hazards, assessing risk, and immediately reporting any injury, near miss and damaged equipment or any other hazard observed in the workplace;</li> <li>• Demonstrates duty of care, considers own safety and the safety of others while at work;</li> <li>• Reasonably complies with WHS guidelines and procedures;</li> <li>• Is fully aware of Delta's safety procedures and expectations, and actively participates and contributes;</li> <li>• Participates in the ongoing improvement of the Delta's WHS policy and visibly and constantly supports its implementation;</li> <li>• Practices and promotes the Delta's policies by treating fellow staff, volunteers and others fairly and equitably and without discrimination, harassment or bullying.</li> </ul>
<ul style="list-style-type: none"> <li>• Safeguarding Children, Young People and Vulnerable Adults</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a welcoming and safe environment for vulnerable people;</li> <li>• Promotes the safety and wellbeing of vulnerable people to whom we provide services;</li> <li>• Ensures that interactions with vulnerable people are positive and safe;</li> <li>• Acts as a positive role model for children and young people;</li> <li>• Reports any suspicions, concerns, allegations or disclosures of alleged abuse to Delta management;</li> <li>• Undertakes a National Police Check (NPC) and in a child-related role a Working With Children Check (or State-based equivalent) prior to commencing in the role;</li> <li>• Undertakes new NPC's and WWCC's prior to the expiry of current checks, noting that Delta considers expiry of the NPC to be three (3) years from the date of issue; and</li> <li>• Reports to management any criminal charges or convictions you receive during the course of your engagement with Delta that may indicate a possible risk to vulnerable people.</li> </ul>
<ul style="list-style-type: none"> <li>• Animal Welfare</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with the Animal Welfare Act and Regulations of the State or Territory of residence;</li> <li>• Complies with the Animal Management Act of the State or Territory of residence;</li> <li>• Utilises and promotes only positive, rewards-based methods of animal training; and</li> <li>• Advocates for the needs and welfare of animals at all times.</li> </ul>
<ul style="list-style-type: none"> <li>• Organisational Culture</li> </ul>	<ul style="list-style-type: none"> <li>• Promotes and encourages personal growth and effective communication;</li> <li>• Understands and supports policies and procedures of the organisation; and</li> </ul>

	<ul style="list-style-type: none"> <li>Continually contributes to and supports the organisation's staff, contractors and volunteers.</li> </ul>
<ul style="list-style-type: none"> <li>Leadership/Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>Supports the decisions of Delta Board of Directors and Management;</li> <li>Displays willingness to assist others, shares knowledge openly, cooperates and supports the others;</li> <li>Receptive and open to feedback;</li> <li>Maintains a positive and constructive attitude that promotes confidence in those around them;</li> <li>Contributes to staff and team meetings and promotes the exchange of information throughout the organisation; and</li> <li>Regularly meets with the National Programs Manager to discuss performance, plans and current issues.</li> </ul>

**APPROVAL**

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.

National Programs Manager:

Date: 28/4/2021

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list.

Employee Name:

Employee Signature:

Date: