

WOMEN'S AND GIRLS' EMERGENCY CENTRE

Position Description	
Title	ACCESS Program Officer
Grade	SCHADS Level 4
Status	Two-year, full time fixed term contract
Reports to	ACCESS Project Manager
Direct reports	Nil
Location	Based at Redfern & occasional work at other WAGEC sites in Inner West.
Date Approved	3 June 2021

Organisational Context

Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for profit charitable organisation. We deliver a range of crisis and medium-term accommodation and support services to women, children, young people, and families who are experiencing, or at risk of homelessness and/or domestic and family violence.

For over 40 years we have been doing this work across the lands of the Gadigal and Wangal people of the Eora Nation (Sydney's inner city and inner west regions), and working in partnership with community, business and government stakeholders.

Our Vision

A safe future for women and families.

Our Purpose

WAGEC is a not for profit, charity based in inner city Sydney, New South Wales.

We create safe spaces for women and families impacted by the effects of homelessness, domestic and family violence and systemic disadvantage.

We create enduring change in times of crisis through access to safety, housing and material support.

We work with our communities to advocate for social change.

We are trauma-informed and culturally appropriate in our practice.

Our Values

Our values underpin our guiding principles and the way we work. We are:

- Flexible and focused on our clients
- Creative and professional in all our work
- Always respectful and inclusive
- We act with integrity
- We are proactive
- We are compassionate
- We are feminist in our approach

Our approach allows us to think holistically as we work with clients and look beyond the immediate state to future possibilities and collaborations. We believe that a strong work ethic and values are crucial to achieving our vision.

Program Overview

ACCESS is a mentoring and targeted support program developed by Women's and Girls' Emergency Centre and launched in 2020. ACCESS provides pathways to work, training and education opportunities for women in Sydney impacted by homelessness, domestic and family violence, and social disadvantage. Through one-on-one mentoring and tailored learning opportunities, ACCESS supports women's economic safety and independence. The program aims to support 100 mentoring relationships each year (100 mentors working with 100 mentees).

ACCESS also coordinates and delivers a variety of workshops and opportunities, and fosters relationships with local agencies, education providers, community members, and prospective employers. From 2021, ACCESS will commence development of the ACCESS Leadership Program, building capacity for women and employers within the workplace.

Position Purpose: ACCESS Program Officer

The ACCESS Program Officer is responsible for implementing, monitoring and evaluating the mentoring and workshop components of the ACCESS Program. In this role you will be supported by and report to the ACCESS Project Manager.

The core responsibilities of this role are:

1. Recruit, train, and support volunteer mentors.
2. Implement the program throughout WAGEC and in the community.
3. Proactively develop and manage relationships within WAGEC and with external partners and stakeholders.
4. Plan, coordinate and oversee the workshop, program and activity timetable.
5. Promote the ACCESS program within WAGEC and the community and expand referral pathways.
6. Conduct ongoing program monitoring and evaluation.
7. Actively contribute to WAGEC's organisational culture.

Core Position Responsibilities

1. Recruit, train, and support volunteer mentors
 - Advertise and coordinate recruitment and onboarding of volunteer mentors
 - Provide training and ongoing support to mentors (approximately 100 mentors per year)
 - Monitor and coordinate mentor activities including reporting and group supervision.
 - Support referrals and applications for mentees
2. Implement the program throughout WAGEC and in the community
 - Work collaboratively with WAGEC staff and clients
 - Coordinate and monitor the activities of volunteer mentors and mentees
 - Proactively identify and resolve issues and critical incidents with clients, staff and stakeholders so that risk is appropriately responded to, managed and reported
 - Maintain records, administration and data entry including client notes, program delivery data, update program manuals and forms, and prepare training material
 - Contribute to monitoring and evaluation activities and continuous improvement initiatives.

3. Proactively manage relationships within WAGEC and with external partners and stakeholders
 - Develop and maintain constructive and professional relationships with ACCESS program partners and stakeholders
 - Coordinate stakeholder and partner activities with other staff
4. Plan, coordinate and oversee delivery of workshops, events, and activities
 - Identify relevant workshops, activities and programs and facilitate referrals for ACCESS mentees
 - Identify areas of participant need and where required, engage partners and facilitators to deliver bespoke workshops and programs
 - Create, update, and distribute program materials including flyers, brochures, forms, and manuals
 - Topic areas may include skills for work, personal wellbeing, social connection, study pathways, resilience and self-growth, and financial capability.
5. Promote the ACCESS program within WAGEC and the community and expand referral pathways
 - Work with stakeholders to develop media releases, social media content, flyers, videos, and program promotional material
 - Engage with other organisations to promote referrals into the ACCESS program.
6. Conduct ongoing program monitoring and evaluation
 - Develop and administer surveys, focus groups, and other feedback mechanisms.
 - Monitor and manage the submission of six-weekly mentoring reports by volunteer mentors.
7. Actively contribute to WAGEC's organisational culture.
 - Contribute to a positive work culture by implementing ACCESS and conducting activities in a manner consistent with WAGEC's vision, values, and mission.
 - Contribute to WAGEC's overall social impact by delivering on role expectations, and occasionally performing other duties as requested by the ACCESS Project Manager and being a proactive team member.

Core Competencies		
Behavioural	Technical	Physical

<ul style="list-style-type: none"> • Self-motivation • Develop and maintain mutually beneficial relationships with stakeholders • Communicate effectively with diverse stakeholder groups in written and verbal forms. • Critical thinking and decision making • Ability to prioritise competing tasks to complete workload • Ability to work unsupervised under broad direction of management • Commitment to client centred service delivery 	<ul style="list-style-type: none"> • Professional knowledge of: <ul style="list-style-type: none"> ○ Designing or delivering mentoring/coaching programs ○ Women with complex needs due to experiencing domestic and family violence and homelessness ○ Managing stakeholder and partner relationships ○ Program planning and evaluation ○ Report writing ○ General computer literacy ○ Implementing Workplace Health and Safety policies • Working with Children Check clearance • Criminal record check clearance • NSW Drivers licence 	<ul style="list-style-type: none"> • May be required to lift moderately heavy items occasionally.
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Experience and Education	
Experience	Education
<p>Essential:</p> <ul style="list-style-type: none"> • Experience implementing and evaluating programs in a community services setting • Practical understanding of the drivers and impacts of domestic and family violence on women and children • Experience developing and managing stakeholder relationships 	<p>Qualifications and/or equivalent experience in the areas of coaching, mentoring, program monitoring and evaluation, adult education/training or community services.</p>
<p>Desirable:</p> <ul style="list-style-type: none"> • Experience delivering mentoring programs • Experience in case management or similar direct client support • Experience working with women with complex needs • Experience managing volunteers • Experience providing training in a workplace and/or adult education setting. 	

Key relationships – Internal

The ACCESS Program Officer reports directly to the ACCESS Project Manager. Key internal relationships include:

- CEO
- Director of Client Operations
- Director of Clinical Governance
- Director of Client Operations
- Director of Fundraising
- Donor Support Officer
- Volunteer and Events Coordinator
- Projects and Communications Lead
- Child and Young Person Wellbeing Manager

The ACCESS Program Officer is expected to collaborate and communicate with internal stakeholders on areas of joint responsibilities including:

- Funding/grant applications
- Social media and marketing activities
- Promoting ACCESS internally and externally
- Program reporting, feedback and evaluation
- Event planning and delivery.

Employee Signature: _____ Date: _____

Manager's Signature: _____ Date: _____