

POSITION DESCRIPTION

Programs Coordinator

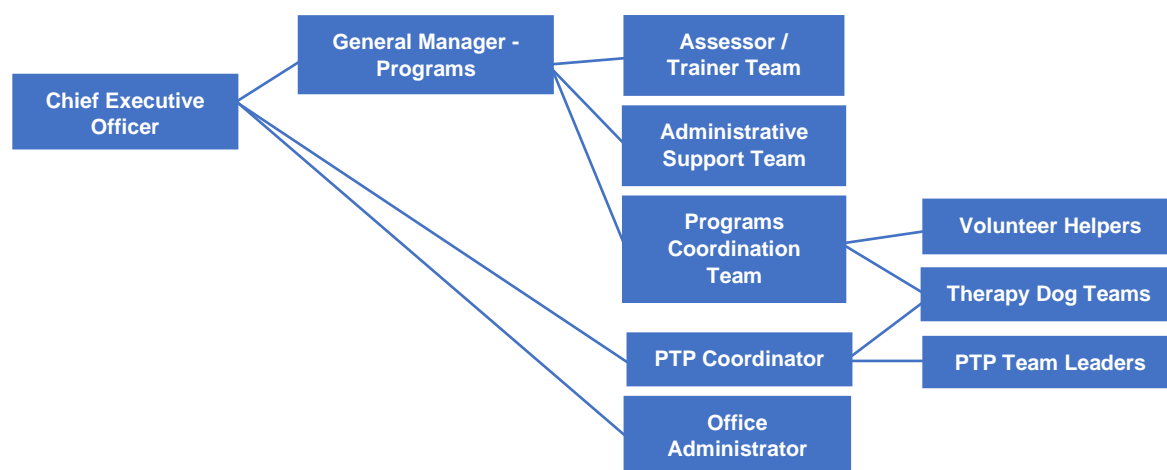


Position Title	Programs Coordinator
Department	Programs Team
Reports To	General Manager - Programs

PURPOSE STATEMENT

This position has a focus on the implementation of Delta's programs across a designated region or state – including the Delta Therapy Dogs program, Delta Classroom Canines program, Delta Collaborative Animal Assisted Therapy program and the Delta Therapy Digi-Dogs program. Key duties include recruitment of volunteers (promotion, interview, assessment, induction & placement); supporting assessment and training activities for volunteers looking to extend beyond AAA delivery; stakeholder engagement and relationship management activities; and playing a key role in the on-going support of volunteers delivering our programs. The position may also be required to assist with media and promotion activities as needed.

DIRECT REPORTING RELATIONSHIPS



SELECTION CRITERIA

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

<ul style="list-style-type: none"> • Demonstrated commitment to professional learning and continuous improvement; • A love for dogs and animals, a passion for our mission and a commitment to positive rewards-based animal training; • A commitment to safeguarding vulnerable people; • An ability to work autonomously and within a geographically dispersed national team; • An ability and desire to travel across your region / state, and to Sydney on a monthly (if NSW based) or quarterly (if interstate) basis; • An ability to work weekends and evening as required; • Strong computer literacy (including proficiency with the Microsoft Office suite and experience using CRMs) and an ability to adapt to new technologies; and • A current unrestricted Driver Licence. 	<ul style="list-style-type: none"> • such as hospitals, aged care, disability or mental health services etc.; and/or • Experience coordinating or delivering Animal Assisted Interventions.
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ROLE SPECIFIC RESPONSIBILITIES	
Volunteers – Recruitment and On-boarding	
Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Work collaboratively with other members of the team to market for prospective volunteers; • Attend to all enquiries from prospective volunteers; • Manage the applicant waitlist, ensuring regular communication with those who have submitted their EOI for the volunteer roles; • Coordinate the volunteer recruitment processes for the region/state, including application review and selection, interview, reference check and canine and handler assessments; • Organise and run Canine and Handler Assessment Days, including coordination of bookings, venues, catering, Assessors and Volunteer Helpers; • 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; • 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); • Ensure new volunteers understand Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.; • Organise AAT & AAE assessment activities for volunteers wishing to progress beyond AAA program delivery; • Organise AAT or AAE training, including setting up volunteers on the SMS, giving access to relevant modules through the LSM, and coordinating the in-person applied learning sessions; • Coordinate the Therapy Dog Team AAA/AAE placements or AAT rostering processes whereby volunteers and their dogs are matched with one of the organisation's facilities, schools, program beneficiaries or clinicians; and • Support volunteers through any orientation and training process required by facilities or schools. 	<ul style="list-style-type: none"> • Respond to enquiries in a timely and professional manner; • Achievement of waiting applicant retention / attrition levels; • Conduct budgeted number of assessments each year; • Process and record probity checks as per relevant legislation and Delta policy; • Effectively support volunteers through their recruitment, onboarding and training (as per volunteer satisfaction surveys); and • Achievement of placements / rostering for all new volunteers following each intake round, within agreed timeframes.
Volunteers - On-going Support and Coordination	
Accountabilities	Key Performance Indicators

<ul style="list-style-type: none"> • Maintain all records relating to volunteers, including database records, personnel files and other records as required; • Coordinate the program delivery schedules for volunteers; • Pro-actively and regularly contact volunteers to foster strong engagement with Delta; • Coordinate ongoing training for volunteers; • Support the delivery of all volunteer recognition initiatives; • Ensure volunteers remain current in their understanding of Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.; • Work with the National Programs Manager to resolve volunteer management issues, including complaints, conflict, and non-compliance with Delta policies and procedures; • Coordinate the on-going re-assessment processes for existing Therapy Dog Teams; • Ensure volunteer probity checks are current, verified and recorded accurately; • Ensure volunteers are providing regular reports; • Organise and attend regular social functions for volunteer engagement e.g. Christmas party; • Maintain volunteer social media groups; and • Assist the Paws the Pressure Co-ordinator in selecting and scheduling volunteers for the Paws the Pressure program. 	<ul style="list-style-type: none"> • Accurate record keeping as per the work instructions set out by the organisation; • Achievement of budgeted volunteer retention/attrition levels; • Conduct budgeted number of re-assessments each year; • Achieve engaged and happy volunteer group (as per volunteer satisfaction review); • Monitor the expiry of probity checks and work with the Office Administrator to take action for renewal as required; and • Find appropriate replacement facility for volunteers whose last placement has concluded, within agreed timeframes.
Program Recipients – Relationship Establishment	
Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Work collaboratively with other members of the team to market for prospective program recipients – including facilities, schools and program beneficiaries; • Attend to all enquiries from prospective program recipients; • Convert prospective program recipients to application stage; • Manage the waitlist, ensuring regular communication with new and replacement program recipients; • Develop and execute Agreements for all facilities and schools entering the program (excluding national agreements); • Ensure program recipients understand Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.; • Support facilities and schools through the AAA and AAE placement processes, including establishing program design, supporting any pre-requisites required to be undertaken by the volunteer and ensuring orientation takes place with the volunteer; and • Support clinicians through the AAT on-boarding process for each new consumer, including matching an appropriate Therapy Dog Team and ensuring program protocols are followed in relation to session establishment and design. 	<ul style="list-style-type: none"> • Respond to enquiries in a timely and professional manner; • Achievement of waiting facility and school retention /attrition levels; • Achievement of budgeted number of new facilities and schools signed up to contract stage; and • Program recipient wait time from signup to placement / rostering kept within agreed timeframes.
Program Recipients – On-going Support & Coordination	
Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Maintain all records relating to facilities and schools, including database records, facility files and other records as required; • Pro-actively and regularly contact facilities to foster strong engagement with Delta; 	<ul style="list-style-type: none"> • Accurate record keeping as per the work instructions set out by the organisation; • Achievement of budgeted active program recipient retention/attrition levels;

<ul style="list-style-type: none"> • Lead the AAT and AAE Communities of Practice, including regular practice review and debriefing; • Identify and document learnings and work with the National Programs Manager to review and continuously improve protocols, training and other program governance resources; • Ensure program recipients remain current in their understanding of Delta policies and procedures including workplace health and safety, incident reporting, media consent etc.; • Work with the National Programs Manager to resolve program recipient related issues, including complaints, conflict, and non-compliance with Delta policies and procedures; • Maintain the currency of all Agreements; • Maintain all compliance requirements required by the facility or school as part of the Terms of our Agreement; and • Support the Aged Receivables process by following up with program recipients, as required, who have not paid their contributions. 	<ul style="list-style-type: none"> • Achieve engaged and happy program recipients (as per satisfaction review); • Contribute to continuous improvement on an on-going basis; • Monitor the expiry of Agreements and take action for renewal as required; and • Meet all contractual compliance obligations.
Other Duties	
Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Assist in organising Therapy Dog Teams and other logistics for media activities as needed; • Contribute to the review of key organisational policy & procedures and resources as required by the National Programs Manager; • Provide reports as required; • Attend to special projects and other reasonable duties as required from time to time as required by the National Programs Manager. 	<ul style="list-style-type: none"> • Provide timely and accurate reporting as needed; • Operate within Delta's policies and procedures; and • Operate within approved budget.

CORE RESPONSIBILITIES	
Accountabilities	Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> • Work Health and Safety 	<ul style="list-style-type: none"> • 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; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures; • Is fully aware of Delta's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the Delta's WHS policy and visibly and constantly supports its implementation; • Practices and promotes the Delta's policies by treating fellow staff, volunteers and others fairly and equitably and without discrimination, harassment or bullying.
<ul style="list-style-type: none"> • Safeguarding Children, Young People and Vulnerable Adults 	<ul style="list-style-type: none"> • Provides a welcoming and safe environment for vulnerable people; • Promotes the safety and wellbeing of vulnerable people to whom we provide services; • Ensures that interactions with vulnerable people are positive and safe; • Acts as a positive role model for children and young people; • Reports any suspicions, concerns, allegations or disclosures of alleged abuse to Delta management;

	<ul style="list-style-type: none"> • 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; • 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 • 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.
<ul style="list-style-type: none"> • Animal Welfare 	<ul style="list-style-type: none"> • Complies with the Animal Welfare Act and Regulations of the State or Territory of residence; • Complies with the Animal Management Act of the State or Territory of residence; • Utilises and promotes only positive reinforcement methods of animal training; and • Advocates for the needs and welfare of animals at all times.
<ul style="list-style-type: none"> • Organisational Culture 	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication; • Understands and supports policies and procedures of the organisation; and • Continually contributes to and supports the organisation's staff, contractors and volunteers.
<ul style="list-style-type: none"> • Leadership/Teamwork 	<ul style="list-style-type: none"> • Supports the decisions of Delta Board of Directors and Management; • Displays willingness to assist others, shares knowledge openly, cooperates and supports the others; • Receptive and open to feedback; • Maintains a positive and constructive attitude that promotes confidence in those around them; • Contributes to staff and team meetings and promotes the exchange of information throughout the organisation; and • Regularly meets with the National Programs Manager to discuss performance, plans and current issues.

APPROVAL

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

General Manager - Programs:

Date:

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: