

POSITION DESCRIPTION

General Information:	
Position Title:	Programs Coordinator, Learning for Life
Incumbent:	Existing role
Function & Team/Program:	State and Territory Operations
Location(s):	Epping, VIC
Manager's Position Title:	Team Leader, Learning for Life
Manager's Name:	Debra Leauanae
Date Prepared:	Reviewed May 2024
Prepared By:	National Manager, Learning for Life Operations
Approved By:	Head of State and Territory Operations

Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)
To coordinate the delivery of the <i>Learning for Life</i> suite of programs, including the development and maintenance of key school partnerships.

Scope:	
Our focus is to achieve stronger educational outcomes for students who participate in our programs and to contribute to stronger school attendance and Year 12 attainment as a result. With a reasonable administrative component, this role is focussed on the planning and implementation of programs within a defined cohort of partner schools and <i>Learning for Life</i> scholarship students	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
	Volunteers (program and administration volunteers)
Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income & expense budget, etc</i>)	
Direct control	Indirect control
e.g. Revenue, Operating expenditure, Capital expenditure, etc	<ul style="list-style-type: none"> Expense budget
<ul style="list-style-type: none"> Grant funding to support local program delivery (where applicable) 	

<ul style="list-style-type: none"> • Woolworths Petty Cash card (where applicable) 	
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Other Dimensions of this Position

- The position will develop and maintain purposeful relationships with partner schools and other community organisations to support the delivery of a core suite of programs. Our School Practice Framework will underpin our work with partner schools.
- The position will work closely with the local Family Partnership Coordinator to provide scholarship students with appropriate and relevant learning opportunities through The Smith Family programs to support their educational goals.
- Where volunteers are engaged to support program delivery, this role is also a Volunteer Manager, providing recognition, support and training to linked volunteers.
- At times, this position will provide support to other team members in the maintenance and/or delivery of our suite of education-focussed programs. (for example, our Growing Careers Project teams and Program Specialists). Together, we work to maximise support for students and families.
- As a learning organisation, we would expect the successful candidate to Learn and embed the School Practice Framework in their approach. At The Smith Family, coaching is a key framework to support learning and development.

Setting Priorities (*how is work prioritised*)

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, Weekly, Monthly
How often does employee determine (influence) the priorities of others? Eg. Daily, weekly, monthly, annually, other	Daily, Weekly

Key Relationships (*Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with*)

Internal	<ul style="list-style-type: none"> • <i>Learning for Life</i> Team (both immediate team members and those in other locations) <ul style="list-style-type: none"> • Volunteering team • Policy and Programs Team • Storyteller role for media and case study purposes • Business Information Services (BIS) Team • Corporate Services
External	<ul style="list-style-type: none"> • <i>Learning for Life</i> Families • Partner Schools • Community agencies • VIEW Clubs (where applicable) • Corporate partners • External providers / contractors • Local media (guided by Communications team)

Key Decision Making in this Role: (What are the key decisions and recommendations made in this role?)

Decisions Expected

- Program participant recruitment and retention.
- Seek key contacts in identified partner schools.
- Advocacy and referral to partner (local) agencies
- Volunteer selection and management

Recommendations Expected

- Local program selection and participation (based on school and community need)
- Program participation of Learning for Life scholarship families as a priority
- Partner Schools (including recommendations to exit)

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:

Major Area: Program Implementation	% of Job: 50%
Taking a data led approach, identify the needs of schools and community to determine program fit.	
Facilitate the delivery and administration of appropriate programs from the <i>Learning for Life</i> Suite in partner schools and the local community.	
Maintain program participation numbers to agreed targets. This includes an increased engagement of <i>Learning for Life</i> scholarship students in programs	
Maintain program fidelity throughout the course of implementation	
Ensure that data is accurately entered into database in a timely manner (ideally within 3 working days of delivery)	
Participate in relevant program and process improvement teams, as required	
Major Area: School and Community relationship management	% of Job: 20%
Develop a good understanding of the demographics and social data relating to the local community	
Develop and maintain strong working relationships with partner schools and relevant community agencies. The School Practice Framework will underpin our approach.	
Promote and position The Smith Family and inform the community about organisational activities through the media and other relevant forums as required	
Major Area: Volunteer management	% of Job: 20%
Attract, Recruit, Induct and Train volunteers.	
Support of volunteers engaged in program delivery &/or administration activities. This support extends to ongoing recognition and retention activities.	
Major Area: Support for broader Smith Family Program implementation	% of Job: 10%
Work closely with the Family Partnership Coordinator to identify potential <i>Learning for Life</i> scholarship participants to engage in local programs	
Refer potential <i>Learning for Life</i> scholarship students from program participant pool to Family Partnership Coordinator	
Support other Programs Coordinators in planning and delivery (as required)	
Develop and maintain strong internal relationships within the organisation. At times this will require collaborative work across teams (including different national and functional teams) to deliver on project &/or organisational objectives. This could include supporting donor visits to programs and engagement in internal projects.	

Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)

- Maintaining school partnerships within an environment of competing priorities for both parties
- Increasing program participation of *Learning for Life* scholarship students
- Increasing student retention on programs
- Ensuring program quality and fidelity are at the core of implementation activities
- Working as a member of a geographically dispersed team
- Supervision and retention of casual staff and volunteers (where applicable)

Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)

Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent experience
Experience:	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in planning and coordinating programs / projects • Proven experience in establishing and maintaining relevant partnerships • Demonstrated experience in administration 	<p>Desirable</p> <ul style="list-style-type: none"> • Understanding of the education sector • Demonstrated experience in working with disadvantaged / marginalised groups and communities • Experience in supervising volunteers • Local networks both in educational and community settings.
Competencies:	<p>Essential</p> <ul style="list-style-type: none"> • High level interpersonal skills • Effective communication skills • Demonstrated experience in presenting and facilitating • Excellent organisational administrative skills (including computer literacy, data and time management) • Demonstrated capability to manage and plan own work to achieve identified goals within time constraints • Flexibility to respond to competing demands 	<p>Desirable</p> <ul style="list-style-type: none"> • Prior exposure to event planning • Knowledge and understanding of program planning

	<ul style="list-style-type: none">• Good negotiation skills• Holds a current driver's licence	
Selection Criteria	<ul style="list-style-type: none">• Proven experience in establishing and maintaining relevant partnerships• Demonstrated capability to manage and plan own work to achieve identified goals within time constraints• Strong team player	