

## Role Description:

### Regional Coordinator (Metro & Regional)

<b>Reports to</b>	Senior Impact Manager (Metro & Regional)
<b>Employment Status</b>	Full Time, Permanent employee
<b>Working Hours</b>	Standard business hours and additional time as required by the role

#### Role Purpose

The Regional Coordinator is responsible for representing Orange Sky Australia (OSA) in the delivery of impact through effective service delivery, service continuity, growth, and continuous improvement across nominated services within a designated region.

This includes building, supporting, and enabling strong and engaged volunteer leadership teams, as well as ensuring the delivery of a consistent, safe and high-quality service that aligns with OSA's standards, values, and operational requirements.

#### Role Relationships

The Regional Coordinator focuses on building trusted relationships with internal and external stakeholders while connecting our on-the-ground volunteers and friends with OSA staff, as required, to ensure ongoing efficient and effective support. Stakeholders include, but are not limited to:

- Orange Sky staff
- Volunteers
- Friends (Service Users)
- Partners and Service Providers (e.g. motel operators; local councils; other Not-for-profit organisations)

## Role Responsibilities

### Service Growth & Expansion

- Identify, develop and launch new shift locations and service areas.
- Identify and implement strategies to increase impact from existing shifts and service areas.
- Build strong stakeholder relationships, representing Orange Sky with service providers, local councils, government agencies, and funders to ensure long-term growth.

### Service Health & Continuous Improvement of Assigned Services

- Plan the approach for the service by analysing data and feedback to improve regional service health, while collaborating with the Impact Team and Senior Impact Manager.
- Drive efficient and effective ways of working.
- Advocate for friends and volunteer teams in recommending improvements to service execution.
- Manage the process of risk assessment and ongoing risk management of all assigned shift locations under the direction of OSA subject matter experts (e.g. WHS & HR).
- Promote and enhance OSA's safety culture through managing and implementing improvements to the incident management and risk assessment processes.
- Oversee the handling of incidents for assigned service teams, ensuring a timely and effective resolution, escalating to OSA Subject Matter experts as required (e.g. WHS & HR)
- Manage and lead resolution of friend and volunteer complaints and escalate as required.

### Volunteer & Team Development

- Build and lead capable and engaged volunteer leadership teams.
- Deliver all recruitment, induction, training, and support of your regional volunteer leadership teams in designated regions.
- Foster strong and collegiate relationships within teams.
- Promote volunteer satisfaction by providing a responsive local communication point for leaders and volunteers.
- Deliver the volunteer recognition program and celebrations for your region

### General

- There is an expectation that each service within a portfolio will be visited at least twice a year with some services requiring overnight travel due to their location.
- Additional travel may be required to review potential new locations; meet with current or potential new partners and service providers; and engage and celebrate with the team and/or for Orange Sky organisation-wide events. These visits may also require overnight travel and own car use (with reimbursement / travel policies in place)

- Work with the Marketing & Transformation team and Fundraising and Partnerships team to assist with service connection for media opportunities, sponsor/donor events, content capture, and other activities/requirements as may be required.
- Participate in ad-hoc projects, as required

### **Key Skills and Experience**

- Relevant tertiary qualifications in Community Services or a related field, coupled with experience in a similar role.
- Demonstrated experience running volunteer programs, operations support and/or team management skills
- Proficiency in enhancing processes through a proactive and growth-orientated mindset
- Skilled in adeptly navigating challenging conversations with tact and diplomacy to achieve constructive outcomes
- Outstanding interpersonal skills with a demonstrated ability to communicate, both verbally and written, with a highly diverse range of people
- Ability to lead a large and diverse volunteer base
- Well-developed, problem-solving ability with agility to learn and use new systems
- Drivers Licence and own car
- Ability to travel and work flexibly as required.
- Excellent time management skills with the ability to manage complex and competing demands and deadlines.
- Ability to work both independently and within a team.