



Position Description

Family Program Coordinator (Queensland)

This position description outlines the role purpose, key responsibilities, values and skills required to successfully perform in your role.

Status: Full time	Location: Brisbane
Reports to: Family Program Team Leader	Key relationships: • Family Program Coordinators • Volunteers Team • Risk, Safety and Compliance Manager • Puppet Programs Coordinator

Purpose of the role:

The purpose of the Family Program Coordinator is to coordinate the safe and effective delivery of Camp Quality's Family Programs and to positively engage and support families. The Coordinator will facilitate programs and services access and support with liaison for hospitals and other NFPs, all within an allocated geographical region.

Qualifications and training

Preferred:

- Qualifications and/or experience in event management, project management, or similar

Experience and knowledge

Preferred:

- 2+ years' experience in event coordination / delivery
- Prior experience recruiting, training, and working with volunteers
- Prior experience within a Not For Profit organisation, or working with families affected by serious illnesses (will be highly regarded)

Other requirements for this role:

- Excellent communication skills (written and verbal)
- Highly organised and adaptable with the ability to prioritise, meet tight deadlines and successfully coordinate multiple tasks.
- A demonstrated willingness to work as a collaborative team member.
- The willingness to adhere to Camp Quality's WHS plans, policies and procedures.
- Current unrestricted driver's license



- Some out-of-hours work will be required for program attendance
- Some inter / intra state travel may be required
- Other duties as required from time to time
- Current Working With Children Check

Role responsibilities

Determining what success looks like for this role will be expressed in Key Performance Indicators – 'KPIs'. KPIs will be developed with the incumbent, upon commencement in the role and reviewed with the manager on a regular basis.

KEY AREAS OF RESPONSIBILITY
Coordinate and deliver recreation programs • Development of program/calendar in-line with Service & Programs' objectives. • Risk and compliance oversight and implementation. • Research and utilise event suppliers and vendors that align with program objectives and budget. • Monitor and manage assigned Recreation Program budget (within delegated authority).
Engagement with families • Actively encourage families to register with Camp Quality by promoting families' presence at relevant programs and services, including children's hospital visits. • Ensure families with the greatest need have access to programs and services, as required. • Manage enquiries from families by informing them of our programs and undertaking appropriate referrals to other service providers. • Take a leading role in gathering family experiences for the region.
Managing stakeholder relationships • Manage relationships with key personnel within relevant hospitals and medical centres. • Attend regular local networking meetings with health sector professionals. • Manage relationships with other Not For Profits, service providers and the Puppet Programs Coordinator to ensure appropriate referrals to programs. • Work with internal teams (Marketing & Communications, Revenue, Events) to increase organisational brand, revenue and profile by delivering on suitable requests for access to case studies within the region. • Ensure professional boundaries and limitations are demonstrated and adhered to in all interactions with families, service providers/venues, and volunteers.
Manage and coordinate volunteer workforce • Coordinate program volunteer recruitment and induction. • Deliver volunteer training, based on information from National Volunteer Advisor. • Manage and support program volunteers when on recreation events to ensure high standard of



KEY AREAS OF RESPONSIBILITY

implementation and compliant delivery of the program.

- Ensure program delivery information is entered efficiently and effectively into data management system.
- Support Revenue team with engaging corporate volunteer partnerships, where appropriate.
- Ensure performance issues relating to program volunteers are documented and raised with the Team Leader.
- Coordinate the reward and recognition of program volunteers, following direction from the National Volunteer Advisor.

Expectations for every Camp Quality employee

- Uphold the Camp Quality Values and culture through conduct that aligns with Camp Quality's Values and Behavioral Statements
- Has read, understands and complies with key Safeguarding Children & Young People (SCYP) policies
- The ability to report any incidents of discrimination (including racism) as outlined in Camp Quality's Code of Conduct.
- Complies with SCYP monitoring and reporting requirements
- Will successfully complete SCYP training, ensuring ongoing compliance
- Takes reasonable care for the health and safety of themselves and others
- Understands and complies with the CQ Safety Culture & Safety Management Systems
- Reports hazards and incidents and participates in risk management practices, as required

Skills required for success

Skill Groups	Application to Role
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
Teamwork	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.



Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

	VALUES IN ACTION FOR MY ROLE
Optimism Spreading positivity, hope and enthusiasm in the way we interact with others	• Demonstrates and role models optimism and positive energy • Demonstrates resilience against challenges and obstacles • Influences outcomes positively
Integrity Encouraging trust through personal leadership	• Models and demonstrates high standards of trust, openness and respect for others • Provides a high level of advice & support and honours commitments and promises to stakeholders • Is productive, diligent, conscientious and timely in work performance
Celebrating Life Approaching Life as an adventure	• Performs work responsibilities wholeheartedly, with energy and commitment • Demonstrates motivation to complete challenges and tasks • Contributes to acknowledging positive performance & effort of others
Accountability Accepting responsibility for actions and results	• Accepts responsibility for actions and results for area of expertise • Takes ownership of performance standards and mistakes • Manages emotions effectively with work volume and recovers quickly from setbacks
Excellence Seeking greatness in all that we do	• Values and inspires the highest quality of service in all relationships • Maintains attention to detail to achieve high level of performance • Demonstrates efficiency and quality in own work to grow the business • Focuses on high performance results above expectation