

POSITION DESCRIPTION

<u>Position Title:</u>	Friendship and Community Coordinator
<u>Classification:</u>	Social and Community Services Employee – Level 3
<u>Department/Program:</u>	Social and Community Connection
<u>Report to:</u>	Head of Services
<u>Location:</u>	The role is primarily based at Level 1, 2-6 Railway Parade, Camberwell. The position may require the coordinator to work across metropolitan Melbourne.
<u>Issued:</u>	October 2026

POSITION OBJECTIVE

Inclusion Melbourne has a long tradition of successfully matching volunteers with the people we support to foster friendship, community connection, reduce isolation and opportunities for learning and skill development. Volunteers make a meaningful difference by sharing their time, skills, and experiences.

The Social and Community Connection Team are responsible for fostering volunteer relationships and facilitating meaningful connections for people with cognitive and intellectual disability and those at risk of social isolation. The Friendship and Community Coordinator will be responsible for the ongoing maintenance of established Leisure Buddy matches, and the coordination of the evolving Leisure Buddies Model.

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – Recruitment, Onboarding and Support

Key Responsibilities	Duties
Coordinate the recruitment, onboarding, engagement and ongoing support of volunteers in accordance with relevant documentation, policies and procedures and the 2024 National Standards for Involving Volunteers in Not-for profits.	• Actively recruit volunteers through advertising, community engagement, networking, educational facilities, online platforms, and other innovative recruitment strategies. • Review and refresh volunteer advertisements, and recruitment activities on a regular basis. • Coordinate volunteer enquiries, applications, screening, interviews, and recruitment processes in accordance with Inclusion Melbourne policies, procedures, and relevant standards. • Develop and implement targeted recruitment strategies to attract suitable volunteers for program needs. • Coordinate volunteer onboarding, including documentation, inductions, system access, mandatory training, and provision of relevant resources and information. • Monitor volunteer reviews, activity reporting, compliance checks, and volunteer exits, ensuring accurate documentation and timely follow-up. • Train and support volunteers to undertake friendship visits, including facilitating appropriate volunteer and recipient matching and introductions. • Maintain accurate and up-to-date records of volunteer recruitment, onboarding, and mandatory training within relevant databases and systems.
Maintain and strengthen established Leisure Buddies relationships, providing appropriate oversight and support to promote safe, meaningful and sustainable connections.	• Maintain a portfolio of at least 30 active established matches, in line with agreed program KPIs. • Maintain regular contact with volunteers, participants and/or their families or supporters, proportionate to the needs and circumstances of each match. • Provide guidance, problem-solving and follow-up where issues arise within a match, escalating matters where required. • Monitor match wellbeing, continuity, safety and engagement, and respond proactively where a relationship may require additional support or review. • Maintain accurate case notes, contact records, screening information, feedback, complaints and incident documentation in accordance with organisational requirements. • Support appropriate closure, transition or re-matching processes where an established match comes to an end.

KEY RESULT AREA – Program Coordination	
Key Responsibilities	Duties
Coordinate the effective delivery, development and continuous improvement of the Leisure Buddy Model, ensuring it remains responsive to people with cognitive and intellectual disability and those experiencing social isolation.	• Coordinate day-to-day program activity, priorities and workflows to support consistent and sustainable service delivery. • Coordinate enquiries, referrals, eligibility considerations, onboarding and connection pathways in accordance with program guidelines and organisational procedures. • Work collaboratively with internal teams and external stakeholders to identify people who may benefit from friendship and community connection opportunities. • Identify emerging community needs, service gaps and opportunities that may inform future program development. • Contribute to the review and development of program resources, procedures and materials.
Contribute to the sustainability, evaluation and future development of the program through accurate reporting, evidence gathering and support for funding opportunities.	• Maintain program metrics and data to monitor activity, outcomes, trends, match sustainability and achievement against agreed KPIs. • Collect participant, volunteer and stakeholder feedback to support program evaluation, continuous improvement and outcome reporting. • Assist with the preparation of information, evidence, program data and outcome narratives required for grant applications, funding submissions and acquittal reporting. • Contribute to program planning and reporting that demonstrates community need, program impact and opportunities for sustainable growth.
KEY RESULT AREA – Connection and Stakeholder Engagement	
Key Responsibilities	Duties
Develop and maintain effective relationships with stakeholders to strengthen access, participation and program growth.	• Maintain positive relations with all external stakeholders involved in the program • Facilitate introductions and provide ongoing support to matched pairs to encourage meaningful and sustainable friendships. • Ensure monthly contact with volunteers • Maintain regular contact with participants and/or their families and carers.
Key Result Area – Organisation, Customer Service & Our Team	
Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	• Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	• Customer Service (internal & external) skills are demonstrated in all interactions.

Positive customer feedback.	Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
All communications are positive and effective.	- Ensure effective communications with all stakeholders. - Commitment to open communication.
Staff engagement	- Utilise skills and experience to complete the role effectively. - Show initiative by engaging in work proactively and across the organisation.
Teamwork	- Attends and participates in team meetings. - Contributes to the development of Community Support teams, practice and policy materials. - Ensures that communications are positive and effective. - Sets and keeps high standards of teamwork. - Openly supports and respects diversity within the team. - Works with team members to assist in planning and in achievement of the Community Support team's timeline, goals and outcomes. - Proactively supports other members within the team.

ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Services

Supervision: Volunteers

Internal Liaisons: Community Support staff
Direct Support staff
Support coordination staff
Administration and Finance staff
Policy, Research and Advocacy staff
Inclusion Training staff

External Liaisons: Local government entities and Volunteer programs
Members of the public
Community entities

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Friendship and Community Coordinator is expected to:

- Exercises sound judgement, evaluates procedures and guidelines and acts in accordance with these.

- Maintains the quality, timeliness and accuracy of work.
 - Undertakes a variety of tasks of under direction.
 - Maintains respectful relationships when engaging with external and internal stakeholders.
 - Uses initiative to identify and/or predict when issues may arise and bring them to the attention of the Head of Services.
 - Act with discretion and uphold the confidentiality of participants and volunteers.
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KEY SELECTION CRITERIA

Selection Criteria will be used to form the basis of the interview questions.

Essential

- Evidence and a genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions
- Previous experience in the provision of volunteer and/or disability services.
- Previous experience in recruitment, management, coordination, and retention of volunteers or staff, preferably within the not for profit sector.
- Well-developed interpersonal skills, including effective stakeholder engagement skills and ability to develop and maintain relationships.
- Well-developed written and verbal communication skills.
- Proficiency with information data base management and Microsoft Office programs.
- Experience in community development, community engagement and workplace training highly regarded.
- Proven team-work skills and the ability to work collaboratively or to undertake independent activities where necessary.
- Ability to undertake administrative duties associated with case management, database maintenance and regular reporting.
- A current Victorian driver's licence.

Desirable

- Relevant tertiary qualification or equivalent experience in the community services field.
- Demonstrated success in working effectively with a diverse range of people, including families from CALD (culturally and linguistically diverse) backgrounds.
- Ability to contribute to the develop and delivery of workplace training.
- Marketing and communications experience and/or qualification
- Business development experience

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

Employee Declaration

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /