

POSITION DESCRIPTION

Purpose Delivery Coordinator



Position Title	Purpose Delivery Coordinator (Therapy Dogs and Classroom Canines programs)
Position Type	Part-time or Full-time employee
Location	Work from home (Greater Sydney region, Greater Melbourne region, or Greater Brisbane region)
Department	Purpose Realisation

POSITION PURPOSE

The Purpose Delivery Coordinator plays a vital role in the delivery of Delta's purpose by ensuring the Therapy Dogs and Classroom Canines programs are designed and maintained to maximise positive impact for program beneficiaries – the individuals at the heart of our work. This role ensures Therapy Dog Team placements are well-matched, and well-supported, so that every interaction delivers therapeutic benefit and connection to those who need it most. Through strong relationship management with Program partners and volunteers, the Purpose Delivery Coordinator helps shape a consistent, high-quality program experience that reflects Delta's values and promotes long-term program sustainability and growth.

KEY WORKING RELATIONSHIPS

Reports To	General Manager – Purpose Realisation
Direct Reports	Therapy Dog Teams / Volunteers
Works With	Other Purpose Delivery Coordinators, Volunteer Experience Team, Partnerships Lead, Finance and Risk Team, and Therapy Dog Team Trainers and Assessors.

SELECTION CRITERIA

Essential Criteria	Desirable Criteria
• Demonstrated experience coordinating programs or services, managing competing priorities and delivering high-quality outcomes in a busy, stakeholder-focused environment. • Demonstrated ability to build, maintain and manage strong stakeholder relationships, including proactive communication, managing expectations, resolving complex issues and influencing positive outcomes. • Demonstrated initiative and a results-oriented approach, with the ability to identify opportunities, proactively solve problems and contribute to program growth and sustainability.	• Experience working in a for-purpose organisation, particularly in roles related to service delivery, volunteer management, or stakeholder engagement. • Experience working directly with or alongside volunteers, including supporting their engagement, wellbeing, and performance. • Understanding of therapeutic or wellbeing-based program delivery models, particularly those involving animals or other community-based interventions.

• A love for dogs and animals, a passion for Delta's purpose, and a commitment to positive rewards-based animal training. • Proven ability to thrive in a fully remote work environment, including managing time effectively, working autonomously, staying self-motivated, and maintaining regular communication with a dispersed team. • Proficiency in using digital tools and systems, including CRM databases and the Microsoft Office suite, and an ability to quickly learn new technologies. • Commitment to safeguarding children, young people, and vulnerable adults. • Demonstrated commitment to learning, personal development, and continuous improvement. • Flexibility to occasionally work weekends or evenings if required (noting this is expected to be infrequent and with notice). • Ability and willingness to travel across the designated region(s) (noting this is expected to be infrequent and with notice). • A current, unrestricted drivers licence and access to a fully insured vehicle for work use.	• Knowledge of health, aged care, disability, education, or community sectors, including an understanding of the needs of vulnerable populations. • Familiarity with policies and practices related to safeguarding, risk management, and incident reporting in community service contexts.
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ROLE SPECIFIC RESPONSIBILITIES	
Program Partner Establishment and Onboarding	
Accountabilities	Key Performance Indicators* **
• Contribute to program growth by identifying suitable facilities and services, promoting awareness of Delta's programs, and encouraging potential Program partners to submit an enquiry. • Respond to enquiries from prospective program partners. • Coordinate the onboarding process for new program partners, including EOI and application review. • Conduct on-boarding consultation meetings with prospective Program partners to understand their objectives, operational environment, participant needs, and logistical requirements so that good program design and matching can be facilitated. • Draft, negotiate and execute service agreements for all new program partners, escalating risks or non-standard requirements to the GM – Purpose Realisation as appropriate.	• Number of new Program partner EOIs is within 10% of target. • 90% of enquiries responded to within 5 business days. • Timeframe for completion of Program partner onboarding is undertaken within 10% of target. • 100% of program partners participate in on-boarding consultation meeting • 100% of program partners have signed Service Agreements before service begins. • Program partners consistently report feeling well-oriented and informed about Delta's policies and procedures prior to the commencement of placements. • Number of new placements is within 10% of target.

• Ensure program partners receive clear onboarding and orientation to Delta's policies, procedures, and program requirements. • Proactively develop and maintain strong relationships with current Program partners to identify and support opportunities for service expansion or additional placements. • Coordinate the on-boarding process for new sites for existing program partners, including application review and supporting program design. • Maintain an accurate and current waitlist of Program partners awaiting placement and manage communication and expectations accordingly.	
Volunteer Recruitment and On-boarding	
Accountabilities	Key Performance Indicators* **
• Monitor volunteer participation trends, placement fulfilment rates, regional demand patterns and volunteer availability to proactively identify current or emerging workforce capacity gaps. • Work collaboratively with the Volunteer Experience Team and broader Purpose Realisation Team to develop and implement strategies to increase volunteer participation in TD and CC programs, particularly in high-demand locations. • Where required, and at the discretion of the Volunteer Experience Manager, conduct interviews with prospective volunteers. • Collaborate with Volunteer Experience Team on volunteer intake scheduling. • Organise and run Canine and Handler Assessment Days, including coordination of venues, catering, Assessors and Volunteer Helpers. • Co-deliver Volunteer Induction Training using Delta's training resources. • Issuance of letters of offer at completion of onboarding.	• 100% of interviews booked are completed. • Interviews are conducted professionally and reflect Delta's values and expectations. • Assessment and training days delivered to schedule. • Volunteer feedback from induction sessions is within 10% of target. • Number of new volunteers receiving an offer is within 10% of target.
Volunteer Matching and Placement Coordination	
Accountabilities	Key Performance Indicators* **
• Conduct pre-placement meetings with all new volunteers to understand their preferences, skills and experience so that good matching can be facilitated. • Match therapy dog teams with suitable placements by considering the needs of the	• 100% of new volunteers participate in pre-placement meetings. • Percentage of new volunteers placed is within 10% of target.

program partner, the requirements of the specific site / beneficiary group, the characteristics and preferences of the Therapy Dog Team, and practical factors such as location, visit frequency, and on-boarding requirements. • Where a volunteer is being placed into a child-related role, ensure that a valid Working With Children Check (or state-based equivalent) is in place prior to finalising the placement, in collaboration with the Volunteer Experience Team. • Ensure accurate and complete placement details are recorded in the database so the placement is correctly captured in the 'ready for invoicing' list, enabling timely and accurate billing. • Work with the Finance Officer to follow up with Program partners regarding outstanding invoices and take action to suspend or terminate placements as directed by the GM-Purpose Realisation. • Support Therapy Dog Teams through placement-specific on-boarding and orientation and ensure they feel confident and prepared. • Monitor the return of orientation forms, ensuring orientation sessions occur in a timely manner following confirmation of placement. • Conduct proactive post-placement check-ins with volunteers and Program partner contacts to ensure the match is working well, address any early concerns, and provide additional support if needed. • Ensure volunteers are providing Session Reports, and follow-up if there are any issues raised or identified. • Monitor program partner and volunteer placement feedback and ensure continuity or reassignment as needed. • Maintain an accurate and current waitlist of Program Partners awaiting replacement and manage communication and expectations accordingly.	• Timeframe from 'ready for offer' to placement is within 10% of target. • 100% compliance with WWCC requirements prior to placement. • Confirmed placements are processed in the database and appear in the 'Ready for Invoicing' list within 7 days of the match being made. • Aged Receivables sit within 10% of target. • Volunteers consistently report they feel confident and well-prepared to commence placements following onboarding and orientation. • Timeframes for the return of orientation forms falls within 10% of target. • Post-placement follow-ups completed falls within 10% of target. • Submitted placement session reports falls within 10% of target. • Timeframes for a replacement team falls within 10% of target. • Timeframes for a new placement falls within 10% of target.
Ongoing Program Support and Relationship Management	
Accountabilities	Key Performance Indicators* **
• Provide proactive, regular support to volunteers and program partners to ensure satisfaction, troubleshoot concerns, and promote program sustainability. • Coordinate periodic observation visits and follow-up.	• Volunteer and Program partner NPS scores are within 10% of target. • Volunteer retention rate is within 10% of target. • Observations completed to schedule.

• Monitor and renew agreements and compliance documents. • Promote volunteer and program partner awareness of Delta's policies, procedures, and reporting requirements. • Lead the performance management of volunteers where issues arise within their placement, including initiating and conducting conversations around conduct, suitability, or compliance with Delta's policies, and implementing appropriate actions to support resolution – escalating to the GM-Purpose Realisation where necessary. • Resolve issues with program partners, including complaints, conflict, and non-compliance with Delta policies and procedures – escalating to the GM-Purpose Realisation where necessary. • Organise and attend regular social functions for volunteer engagement. • Monitor Therapy Dog Teams due for reassessment in line with Delta's reassessment schedule, and coordinate their participation in an upcoming Canine and Handler Assessment Day. • Monitor volunteer and program partner feedback and identify trends, risks or opportunities to improve service delivery, volunteer experience and program sustainability.	• Program partner placement retention rate is within 10% of target. • Timeframe for execution of agreement renewals is within 10% of target. • 100% of volunteer performance management issues identified are actioned or escalated, and recorded, within 10 business days. • 100% of Program partner issues are acknowledged within 3 business days, and actioned or escalated, and recorded, within 10. • Social events delivered to schedule. • 100% of Therapy Dog Teams due for reassessment are contacted prior to their assessment renewal date. • Re-assessment participation is within 10% of target.
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Program Operations and Continuous Improvement

Accountabilities	Key Performance Indicators* **
• Ensure accurate, up-to-date records for all program partners, placements, volunteers, and associated records within the database. • Ensure data hygiene and quality and identify opportunities to continuously improve the integrity of the data. • Support the GM- Purpose Realisation with reports, audits, and data collection as required. • Identify and document learnings, working collaboratively with the broader team to review and continuously improve systems, templates, processes, resources and participant experiences. • Contribute to the review of key organisational policy & procedures and resources as required by the GM-Purpose Realisation. • Provide reports as required. • Participate in fundraising and media activity coordination as required.	• Data is entered and maintained in a consistent and accurate manner. • Records are reviewed and updated regularly. • Data is handled securely and ethically. • Requests are met in a timely and reliable way.

Attend to special projects and other reasonable duties as required from time to time as required by the GM-Purpose Realisation.	
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*All KPIs include delivery in a timely and accurate manner.

** Metrics and targets are identified/reviewed and communicated annually.

CORE ORGANISATIONAL RESPONSIBILITIES	
Accountabilities	Key Performance Indicators
Work Health and Safety	- Demonstrates action taken in identifying hazards, assessing risk, and immediately reports 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 Delta's policies by treating fellow staff, volunteers and others fairly and equitably and without discrimination, harassment or bullying; and - Takes pro-active steps in maintaining positive mental health for self and others in the workplace.
Safeguarding Children, Young People and Vulnerable Adults	- 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; - Undertakes a National Police Check (NPC) and 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.
Animal Welfare	- 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; - Advocates for the needs and welfare of animals at all times; and - Reports any observed incidents in breach of the above.
Organisational Culture	Behaves according to the values of Delta;

	• Promotes and encourages personal growth and effective communication; • Understands, supports, and operates within Delta's policies and procedures; • Maintains a positive and constructive attitude that promotes an achievement focus and continual organisational improvement; and • Continually contributes to supporting the organisation's staff, contractors and volunteers.
• Leadership/Teamwork	• Supports the decisions of Delta Board of Directors and Management; • Displays willingness to assist others, shares knowledge openly, cooperates and supports the others; • Contributes to staff and team meetings and promotes the exchange of information throughout the organisation; and • Regularly meets with the General Manager – Purpose Realisation to discuss performance, plans and current issues.
• Continuous Improvement	• Always searches for better ways and strives for best practice; • Is receptive and open to feedback; and • Embraces and adapts to change.
• Remote working	• Maintains a dedicated and safe remote working environment; and • Takes due care with the organisation's technology and resources within the remote working environment.
• Flexibility	• Maintains flexibility in working hours as needed in order to meet the needs of the organisation.

APPROVAL

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

General Manager – Purpose Realisation:



Date: 30/6/2026

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: