POSITION DESCRIPTION

General Information:	
Position Title:	**Programs Coordinator, *Learning for Life***
Incumbent:	
Function & Team/Program:	**State and Territory Operations**
Location(s):	
Manager's Position Title:	**Team Leader, *Learning for Life***
Manager's Name:	
Date Prepared:	**March 2026**
Prepared By:	**National Manager, Learning for Life Operations**
Approved By:	**Head of State and Territory Operations**

Primary Purpose of this Position *(In one sentence - why does the role exist?)*

To coordinate the delivery of the *Learning for Life* suite of programs, including the development and maintenance of key school partnerships and local community partnership relationships. At times, this role will also deliver approved program content to students and/or facilitate the running of one or more Learning Clubs within the local community. This might take place in a school or community setting.

Scope:

Our focus is to achieve stronger educational outcomes for students who participate in our suite of 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 *Learning for Life* scholarship students. At times, this role will also deliver content for identified approved programs.

Where content delivery is taking place, this role is responsible for;

- delivering sessions in a constructive, informative manner conducive to encouraging learning
- Adhering to the program requirements (including number of sessions) that must be followed according to policy
- Participating in train the trainer training
- Completing all administration and reporting requirements of the program

Direct Reports to this Position By Position Title	Indirect Reports Total Number
Nil	Volunteers (program and administration volunteers)

Financial Dimensions controlled by this Position ***(Include key financial metrics such as revenue growth, income & expense budget, etc)***

Direct control	Indirect control
• Grant funding to support local program delivery (where applicable) • Woolworths Petty Cash card (where applicable)	• Expense budget

Other Dimensions of this Position

- The position will develop and maintain purposeful relationships with a number of partner schools, program related partners 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.
- The position will also work closely with relevant Program Analyst/Managers where content delivery or facilitation of Learning Clubs is taking place. Additionally, work closely with class teachers/school to ensure efficient and effective delivery of sessions, including set-up of room re WHS etc.
- 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	• *Learning for Life* Team (both immediate team members and those in other locations) • Volunteering team • Policy and Programs Team (Specifically Programs Facilitation Manager and relevant Program Implementation Analysts/Managers) • Storyteller role for media and case study purposes • Business Information Services (BIS) Team • Corporate Services
External	• *Learning for Life* Families • School Contacts within Partner Schools • Classroom teacher/supervisor where content delivery is occurring • Community agencies • VIEW Clubs (where applicable) • Corporate partners • External providers / contractors (some of whom may be organisations we are partnering with formally) • 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 and maintain these relationships. • Advocacy and referral to partner (local) agencies • Volunteer selection and management • Delivery of session plan and related activities in a manner that meets the needs of participants for those programs where content will be delivered by this role.
Recommendations Expected • Local program selection and participation (based on school and community need – data led) • Program participation of Learning for Life scholarship families as a priority • Partner Schools (including recommendations to exit) • Opportunities to strengthen our partnering process

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: 30%**
Taking a data led approach, identify the needs of schools and community to determine program fit.	
Maintain program participation numbers to agreed targets. This includes an increased engagement of *Learning for Life* scholarship students in programs as a priority.	
Maintain program fidelity throughout the course of implementation.	
Ensure that data is accurately entered into database in a timely manner (ideally within 5 working days of delivery)	
Participate in relevant program and process improvement teams, as required	
Major Area: Program Facilitation/Content Delivery	**% of Job: 20%**
Facilitate the delivery and administration of appropriate programs from the *Learning for Life* Suite in partner schools and the local community. At times, this may extend to delivering approved program content within partner schools.	
Coordinate delivery of Learning Clubs where volunteer supply does not support. This extends to attending the Learning Club and leading the activities.	
Adhering to the number of sessions per course that must be delivered according to policy Sessions should be delivered in a constructive, informative manner conducive to encouraging learning	
Major Area: Relationship Management (schools, partner organisations, community organisations)	**% of Job: 20%**
Develop and maintain strong working relationships with partner schools, program related partners and community agencies. The School Practice Framework and Partnership Framework will underpin our approach.	
Responsible for coordinating partner relationships locally for those partners specifically contracted to support program delivery.	
Develop a good understanding of the demographics and social data relating to the local community	
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. This will at times extend to 'short term' volunteers engaged for one-off support.	
Support of volunteers engaged in program delivery and/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 *Learning for Life* scholarship participants to engage in local programs.	

Refer potential *Learning for Life* scholarship students from program participant pool to Family Partnership Coordinator &/or directly to school.
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.

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 & delivery 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?)*

	Essential	**Desirable**
Education / Qualifications / Memberships:	• Demonstration of relevant qualifications and/or experience in delivering training. • Current driver's license and access to a vehicle.	• Relevant tertiary qualifications or equivalent experience.
	Essential	**Desirable**
Experience:	• Demonstrated experience in planning and coordinating programs / projects. • Previous facilitator experience. • Experience working with children and young people. • Proven experience in establishing and maintaining relevant partnerships. • Demonstrated experience in administration.	• 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.
	Essential	**Desirable**
Competencies:	• High level interpersonal skills. • Effective communication skills. • Demonstrated experience in presenting and facilitating.	• Prior exposure to event planning • Knowledge and understanding of program planning.

	• 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. • Good negotiation skills.	
Selection Criteria	• Proven experience in establishing and maintaining relevant partnerships. • Demonstration of relevant qualifications and/or experience in delivering training. • Demonstrated capability to manage and plan own work to achieve identified goals within time constraints. • Strong team player.	