

Service Support Coordinator Special Programs

This position is within Carer Gateway teams.

Position

This position reports to the

Reporting line may vary depending on location and service size

This position does not have any direct reports This position may have direct reports, positions vary

This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

This position is a budget holder This position has designated revenue targets

This position is an Aboriginal & Torres Strait Islander identified position

This position may require a working with children related clearance

Purpose

The purpose of this position is to assist to coordinate programs for a specified client group or service including the planning and delivery of the program and/or service and liaison with internal and external stakeholders.

Focus

To achieve this purpose, the position holder would typically:

- Coordinate program content, including preparation of documentation, information, presentations, promotional materials and packs, with the support of senior staff and marketing.
- Coordinate programs, activities, and workshops which provide individual and group support to clients, such as community activities and groups such as homework clubs or student tutoring.
- Organise support for events and/or activities such as catering, registration and tracking of participants, communications with participants and other stakeholders, information packs, venues, and organisation of key guests such as speakers, artists, and/or performers, as required.
- Coordinate volunteers to support the delivery of the program, including sharing information about the service, their role, and arranging meetings, when required. Recruitment and development of volunteers will be with the support of more senior staff or experienced leaders.
- Promote the service to internal and external stakeholders to raise awareness and encourage participation and utilisation.
- Liaise and maintain relationships with external stakeholders such as community groups and educational institutions in the planning and delivery of the program and/or service.
- Liaise and maintain relationships with internal stakeholders whose clients may access and/or support the program.
- Engage clients using appropriate approaches and risk minimisation processes, seeking assistance and support from more senior or specialised staff when required.
- Conduct, collate and analyse group evaluations, client feedback and consultations with clients to improve the quality of groups and outcomes for clients.
- With the support of the Team Leader or Manager, develop processes relating to delivery of the program and/or service and support other staff to understand those processes to minimise risk to clients.
- Advise the Team Leader or Manager of any concerns regarding clients, the work environment, or other risks
- Document client and volunteer services and client changes using technology systems in a clear, logical, understandable and timely way

This position may be offered as a specialisation:

- Not applicable

Where the role is offered as a specialisation the position holder would typically:

- Not applicable.

Outcomes

When things are going well we would expect to see these outcomes:

- Programs, events, services, activities and workshops are well organised and well run
- The way we work with clients is effective and appropriate
- Clients accessing the service provide positive feedback regarding improved mental health and wellbeing from participation in a programs.

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Team Leaders and Managers
- Client Support Partners
- Volunteers

Outside The Benevolent Society:

- Suppliers and venues
- Community groups, educational institutions and other stakeholders

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- A Certificate IV or Diploma qualified in community services, events or similar as relevant to the service.
- At least 12 months experience in a similar role, or a role that allowed you to build the skills to effectively plan, develop and deliver services to the specific client group.
- Good understanding of the client vulnerabilities of individuals who may access the service and their needs
- Ability to manage own time and competing priorities, with the flexibility to adjust set plans to accommodate changing needs, to deliver requirements within established timeframes
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and LGBTI communities
- Good written and verbal communication skills
- Outstanding attention to details and accuracy
- Good relationship building skills with the ability to create strong working relationships with different stakeholders.

Travel

This position may require some flexibility in terms of travel or hours of work:

- Overnight travel/stays may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Some weekend work may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- When clients enjoy the planned events and activities and report improved wellbeing
- Being able to contribute in a positive way to client’s wellbeing

Those with knowledge of this position say some key challenges you might experience are:

- Working within tight deadlines
- Maintaining positive stakeholder relationships and balancing the needs of different stakeholders with the needs of the client and the organisation.
- Understanding where the boundaries of the role are and making sure to check in with senior staff at the right time for support

Approvals

Approver Director, Human Resources Date: 28 July 2022 Position Code:

Review history V1.0 Release

Advertising Community services, aged care, child care, disability, administration, customer service

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.