



metro assist

POSITION DESCRIPTION

Community Coordinator

Employment Status	Part Time Fixed Term (28 hours/week)
Industry Award	SCHCADS Award Level 6
Reporting to	Family Services Manager
Directly reports	Community Development and Community Hubs information and referral workers
Area of Work	Inner West Sydney areas identified in Strathfield and Ashfield
Office location	Based at Ashfield (primary) and Strathfield (secondary), and as required be present at other offices: Campsie and Homebush, and other outreach sites
Probationary period	6 Months
Conditions	Employment for this position is subject to a Working with Children and Police check.

Position Summary

Supervising and leading a small team, the Community Coordinator will oversee the delivery of quality services across our Community Engagement (Community Hubs) and Family support Community Development (CYFS and Family NSW) services.

A function of the Community Coordinator is to facilitate access support services through multiple options in line with children, young people, family and community needs and changes in vulnerability. The Community Coordinator will provide coordination and support to the community hub workers and community development workers through a number of foundation activities, within an effective and timely manner, including supporting referral pathways for clients to other providers and information within the local area.

The Community Coordinator will work with individuals, service providers and community groups to provide a locally based entry point to information, resources and services that are accessible to all members of the community. The Community Coordinator will connect individuals to information and services to promote community capacity, increase resilience and improve safety in the community. The Community Coordinator may also provide a location for the delivery of a range of community based, non-profit services including visiting and/or co-located agencies which contribute to community capacity building.

Additional responsibilities include:

- Provision of team and individual supervision
- Facilitate capacity building among local services and networks to develop needs-based and culturally appropriate services
- Maintaining relationships with key stakeholders
- Reporting as per funding agreements, legislative and organisational requirements
- Assisting with program delivery and support when staff are on leave

Key Challenges

There are ongoing improvements within the child protection system resulting in practice reforms at the FACS District level arising from the Department's Safe Home for Life (SHFL) program. This has resulted in a stronger child-centred focus and establishing closer working relationships between the FACS and NGOs.

Core Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
Vision, Mission, Values / Organisation Knowledge	<ul style="list-style-type: none"> • A broad working knowledge of the Vision, Mission and Values of Metro Assist and its services. • A broad understanding of the organisation’s strategic directions. • Contributes to organisational values and promotes a positive organisational culture. • Understanding the objectives and roles of other relevant stakeholders, and the interrelationships and implications for Metro Assist. 	<ul style="list-style-type: none"> • Articulates and promotes the organisation’s vision, mission and values within the context of programs and more broadly. • Enhances organisational knowledge and capacity within the team and areas of responsibility. • Adapts targets and strategies within the relevant areas of responsibility according to policy and funding environments.
Corporate Governance	<ul style="list-style-type: none"> • Risk management. 	<ul style="list-style-type: none"> • Identifies and communicates risks to clients, staff and to the organisation and reduces reputational risk. • Contribute and provide feedback to Risk Management Framework. • Ensures a safe and healthy work environment in accordance with all organisational WHS safety standards, policies and procedures. • Ensures risks, hazards and incidents are reported and managed as per WHS policies and procedures.
	<ul style="list-style-type: none"> • Adherence to regulatory and policy framework. 	<ul style="list-style-type: none"> • Ensures that services comply with legislation such as WHS, EEO, and key legislation governing programs. • Ensures robust systems are in place to meet best practice standards and program targets. • Ensures that services delivery and staff comply with organisational policies, procedures and Code of Conduct; and relevant industry standards. • Participates in reviewing and developing organisational policies/procedures.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
	<ul style="list-style-type: none"> Contract management. 	<ul style="list-style-type: none"> Ensure service is delivered in accordance with contracts, and that agreements are being met.
	<ul style="list-style-type: none"> Internal communication. 	<ul style="list-style-type: none"> Monitors and ensures directives are adhered to. Conduct monthly team meetings and updates staff on Board and Management directives at team meetings, staff forums etc.
	<ul style="list-style-type: none"> Delegation authority. 	<ul style="list-style-type: none"> Acts within delegated authority in respect of expenditure, disciplinary actions, leave approvals, etc.
Strategic Business Planning	<ul style="list-style-type: none"> Develops and implements programs that are relevant and responsive to the community's needs. 	<ul style="list-style-type: none"> Develop strategic advice on the program/service areas and community issues. Ensure that services are respectful, sensitive, appropriate and responsive to the needs of culturally diverse clients. Articulates the evidence to support claimed needs in reports, submissions and tenders to the Family Service Manager. Is able to implement plans complete with objectives, maintain budget and reach KPIs. Active participation in community forums to increase the organisations ability to reach clients, and to identify gaps in current communities and service environments.
	<ul style="list-style-type: none"> Tender writing. 	<ul style="list-style-type: none"> Identifies opportunities to respond to tenders as they arise. Plans and responds in consultation when required by the Family Service Manager and relevant staff. Writes tenders in a concise and coherent way. Provides evidence to support claims and experience.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
	<ul style="list-style-type: none"> Monitors, reports and evaluates the performance of programs. 	<ul style="list-style-type: none"> Establishes realistic and measurable objectives. Actively participates in the development, implementation and evaluation of service plans, policies, procedures and programs. Seeks client feedback and tracks changes resulting from interventions. Implementation of an RBA outcomes based framework within the program. Monitor and ensure that the team's data reporting obligations are being met in accordance with organisational and contractual requirements.
	<ul style="list-style-type: none"> Strategic planning and review. 	<ul style="list-style-type: none"> Contributes knowledge in strategic planning and review processes for the broader organisation and for specific programs.
Priority KPI's		<ul style="list-style-type: none"> Ensure that services align with practice standards within the family services sector and keep abreast of any changes to legislation and programs as they occur. Identify community needs and submit applications for relevant grants that support current and new programs, projects and/or events.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
Stakeholder & Client Engagement	<ul style="list-style-type: none"> • Develop/maintain strategic relationships with stakeholders. 	<ul style="list-style-type: none"> • Maintain positive and collegial relationships with representatives of funding bodies and government agencies. • Maintain relationships with other services and support agencies, and support relevant and appropriate collaborations. • Seeks opportunities to build partnerships and work collaboratively with partner agencies. • Competently identify, apply, coordinate, and complete acquittals for community grants that support the Inner West Family program delivery. • Participate in forums, interagencies and advisory bodies within the sector including those led by government and peak bodies. • Advocate for the needs of clients, particularly in the context of services for culturally and linguistically diverse families and communities.
	<ul style="list-style-type: none"> • Establish and maintain positive relationships with clients. 	<ul style="list-style-type: none"> • Engage with clients through activities and programs, to gain insights, client experiences and feedback on quality of services. • Liaise with the Family Service manager when required with peak representative bodies where necessary to develop a broader perspective of specific issues faced by clients. • Ensure team members are delivering person centred case management to clients.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
	<ul style="list-style-type: none"> Political engagement. 	<ul style="list-style-type: none"> Support the promotion of the organisation's profile and engagement with local members of parliament and councils, in consultation with CEO.
	<ul style="list-style-type: none"> Priority KPI's 	<ul style="list-style-type: none">
Financial Management	<ul style="list-style-type: none"> Budget development. 	<ul style="list-style-type: none"> Provide feedback to the development of the team budget in consultation with the Family Manager.
	<ul style="list-style-type: none"> Responsible management of financial resources within programs. 	<ul style="list-style-type: none"> Monitors expenditure within program budget. Supervises staff use of resources and finances. Acts within delegated authority. Completes acquittals for community grants as required.
	<ul style="list-style-type: none"> Fraud risk management. 	<ul style="list-style-type: none"> Identifies and reports any fraudulent use of resources within the organisation, or by suppliers/contractors.
	<ul style="list-style-type: none"> Priority KPI's 	<ul style="list-style-type: none">

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p>Workforce Development</p>	<ul style="list-style-type: none"> • Leadership and team management. 	<ul style="list-style-type: none"> • Provides strong leadership and guidance to team members to ensure the services provided are consistent with Metro Assist’s mission, values and strategic plan. • Monitors team performance and corrects practices and behaviours where necessary, and undertakes performance appraisals in accordance with organisation policies. • Provides effective and regular supervision and guidance to the team in meeting funding and organisational objectives. • Ensures team members abide by Code of Conduct and organisational policies and procedures. • Addresses individual or team grievances effectively and timely manner, in consultation with the Family Service Manager and HR Manager. • Fosters a positive culture within the team and takes measures to ensure the wellbeing of individuals and the team and to mitigate risks. • Models expected standards of workplace behaviour, and promotes teamwork and collaboration whilst fostering productive working relationships with all team members. • Identifies opportunities for team members to engage in professional development relevant to their programs and services. • Conducts annual performance appraisals for all staff.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
Quality Management Framework	<ul style="list-style-type: none"> • Change management. 	<ul style="list-style-type: none"> • Encourages team involvement in pursuing the organisation's strategic direction and adopting continual improvements in work practices. • Applies innovative and strategic thinking to programs to improve services, resolve concerns, and for funding and commercial opportunities. • Motivates the team in the face of new challenges. • Effectively promotes increased productivity within the team.
	<ul style="list-style-type: none"> • Team communications. 	<ul style="list-style-type: none"> • Effectively conveys directives from the Board and Management to the team in a timely manner. • Consults regularly with the team, especially on new initiatives, changes to policies and other organisational matters. • Successful negotiation of sometimes complex arrangements within the team.
	<ul style="list-style-type: none"> • Internal and external communications. 	<ul style="list-style-type: none"> • Conveys any changes in government policies and programs and likely impacts on the organisation and workforce, through reports to Management and the Board.
	<ul style="list-style-type: none"> • Priority KPI's 	

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	<ul style="list-style-type: none"> • Service design and delivery. 	<ul style="list-style-type: none"> • Ensures that clients are involved in the design and development of new services, to ensure they meet their types of needs. • Ensure staff are meeting KPI's, monitored and evaluated monthly. • Ensure programs and services are accessible to clients. • Conduct regular case reviews to identify any shortcomings and potential improvements. • Encourages reflective, evidence based practice and innovative thinking.
	<ul style="list-style-type: none"> • Evaluation. 	<ul style="list-style-type: none"> • Implement the Results Based Accountability (RBA) method in planning and evaluating programs and services. • Ensure that data is collated and reported in accordance with funding agreements. • Conduct periodic surveys and/or focus groups to ascertain the effectiveness of programs and services. • Implements systems to address complaints, problems and critical incidents and institutes adjustments to service delivery to maximise effectiveness.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
	<ul style="list-style-type: none"> • Priority KPI's 	<ul style="list-style-type: none"> • Provide reports and recommendations to the Family Service Manager as directed. • Maintain and update all FaCS reporting in portals, including RBA, DEX, and any FaCs online reporting tools that fall in line with the TEI reforms. • Ensure that all data reports and KPI's (internal) and funding agreements (external), for the Inner West Family Program are achieved. • Delivery of an outcomes based framework and person centred approach within the program.
<i>Special Projects/Tasks</i>	<ul style="list-style-type: none"> • Currently, the TEI reforms are under way in NSW Family and Community Services (FACS) policy and program areas which will impact on funded services. The Commissioning Framework from 1 July 2017- 31 June 2020 involves a shift of the current service delivery model to meet the new TEI reforms. 	<ul style="list-style-type: none"> • Metro Assist Staff will be working towards the new framework in collaboration with FACS to design a new service delivery model inclusive of casework. Aligned activities, new outcome and evaluation measures as required within TEI reforms and Service Program agreement.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues can be resolved without reference to your immediate supervisor but matters which are outside the policy framework or which may potentially escalate to the detriment of Metro Assist Limited must be reported to your immediate supervisor.

Relationships

Internal

With:

1. Family Service Manager
2. Corporate Services Manager and Administration Officer
3. HR Manager
4. Finance Team
5. CEO

Purpose

1. Direct line of reporting and will require regular updates on program and HR matters as they arise or are requested.
2. Administration responsibility including building, leasing, phones, IT, any other administration responsibility, Marketing and promotion.
3. In direct communication with your manager you will be working with HR on any HR related matters.
4. Timesheets and any leave related matters, payment requisition, grant allocation and acquittals.
5. When requested to attend strategic planning, and operational matters within the organisation.

External

With:

1. Department of Family and Community Services CPO and other representatives Within FACS
2. FAMS Project and Policy Officer In regards to TEI reforms
3. Interagency and key stakeholders planning and meeting

Purpose

1. Attending interagency, forums, service reviews and other FACS related meetings.
2. Attending and participate in TEI trial and consultation as required.
3. Representation at interagency and key stakeholders meeting to support positive relationship and network within local LGA's.

Date Prepared/Updated *20 February 2017*

Approved *Board of Directors*

Employee Name: _____

Employee Signature: _____

Date: _____