

Guide Dogs.

Position Description

Position Title: Engagement Project Coordinator

Department: Client Services

Reports to Position: Engagement Project Lead

Direct Reports: None

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

NDIS/Blue Card Risk Assessed Role

Key Personnel Role Yes No

Delivery of support/services to clients Yes No

More than incidental contact with clients Yes No

Work in settings in or outside of GDQ where children are present Yes: No

Portable Long Service Leave

This role is not entitled to Portable Long Service Leave.

Position Overview

The Engagement Project Coordinator is responsible for the operation of projects. This role requires a flexible and adaptive approach that responds to the needs, preferences, and feedback of stakeholders; and adjusts their approach accordingly. The focus is on creating a positive and lasting impact for all stakeholders and delivering value beyond the project deliverables.

The role is an all-rounder working proficiently in a fast-paced administration and service environment and includes engagement with stakeholders, coordination, administration, and analysis on projects in consultation with Client Services leadership. This role offers diversity and opportunity for a person who can demonstrate initiative, good decision making and who enjoys working in an environment of continuous improvement.

Essential Functions and Responsibilities

- Liaise with the Engagement Project Lead to define project requirements, scopes, and objectives that align with organisational goals and grants while adhering to standards and best practices.
- Coordinate internal and external resources, serving as point of communication between company teams and external resources.
- Build and maintain strong relationships with all the parties involved in the project, such as clients, sponsors, team members, organisations, and end-users.
- Align the expectations, goals, and values of stakeholders, and create a collaborative and transparent environment where everyone feels engaged, informed, and valued.
- Analyze project progress and, when necessary, adapt scope or timeline to achieve

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optimal results.

- Articulate, present, discuss ideas confidently in meetings and presentations with a wide range of internal and external stakeholders.
- Think critically and solve project problems creatively.
- Promote full inclusion, access, and opportunities for people with disability through accessible solutions.
- Manage roles and tasks to team members based on their individual strengths and abilities. Monitor resources effectively to boost project efficiency and maximise deliverables output.
- Where the project is grant funded, prepare required acquittal documents in line with grant requirements and deadlines.
- Report project risks and outcomes to appropriate management channels and escalate issues according to project work plan.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

- None

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- A high level of integrity and strong work ethic including critical thinking, planning and effective time management skills.
- Highly effective written and verbal communication and interpersonal skills including working with people who have limited communication ability and capacity to build rapport and negotiate with a wide range of people from varied backgrounds.
- Operating competency in Microsoft Office products and other software.
- Demonstrated ability to be outcome focused and flexible to changing circumstances and work priorities.

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- Experience of engagement with a diverse range of stakeholders, understanding needs and wants and designing solutions to add value to all people.
- Experience of effectively delivering multiple projects simultaneously within tight deadlines and limited budgets.
- Ability to take projects from brief through to finished product.
- Demonstration of a positive and professional communications style and effective participation in team environments.
- Passion for improving the lives of people with vision loss and educating the broader community about how to be more inclusive.

Desirable

- Bachelor's degree (or equivalent) in relevant field.
- Previous experience in a not-for-profit organisation or with disability related clients.
- Previous experience with grant funded projects and acquittals would be an advantage.
- Knowledge of accessible document design or universal design principles in the built environment would be an advantage.
- Professional certification such as PMP (Project Management Professional).

Working Conditions and Environment

The position is a mix of clerical activities at a desk and operating computer equipment; and working with people in community settings, including travel. The position may involve travel within Queensland. Some out of hours and weekend work may also be required.