



Position Description

Position Title: Programs Coordinator

Department: Client Services

Reports to Position: Pathways Practice Manager

Direct Reports: Support workers and volunteers

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 Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☒ Yes ☐ No

More than incidental contact with clients ☒ Yes ☐ No

Position Overview

The purpose of the Programs Coordinator role is to collaboratively run, develop and deliver sustainable, complementary programs and activities for Guide Dogs Queensland (GDQ) clients which will provide client interaction opportunities and develop/enhance lifestyle and leisure skills.

Essential Functions and Responsibilities

- Administration and coordination of all residential programs to enable practitioners to be prepared, and for clients to have a positive and supported experience.
- Planning, developing, and preparing all Leisure & Lifestyle (L&L) programs and activities for GDQ clients of all ages and abilities within budget and to funding availability.
- Work with GDQ staff to determine clients' needs and potential barriers and develop strategies to assist them to overcome these.
- Maintain documentation to evaluate client participation rates, outcomes, barriers, ongoing needs, etc.
- Promote all residential and L&L programs in conjunction with the Marketing Department.
- Coordinate opportunities for clients to access and participate in community-based activities.
- Ensure programs are developed to enrich the lives of participants through leisure, life skills, learning and fun.



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- Budgeting and Reporting for activities, programs and resource allocations and manage all programs information against milestones and expenditure.
- Develop run sheets and staffing requirements, for reporting with Practice Manager
- Provide accurate and timely reports to Practice Manager against agreed key performance indicators.
- Collaborate and communicate effectively with team members to ensure positive outcomes for clients and the greater team.
- Develop and maintain collaborative working partnerships with external organisations and other disability service providers, aged care providers, schools, peak organisations, and relevant others to encourage engagement, resource sharing and productive partnership opportunities.
- Promote the organisations programs, supports and services to clients and external stakeholders.
- Maintain continual education and knowledge on the NDIS and other funding opportunities, changes, legislative information, etc.
- Liaise regularly with other GDQ teams and attend meetings to facilitate and maintain effective communication and collaboration between teams.
- Participate in GDQ clinics, events, promotional activities and marketing opportunities as required.
- Ensure client information is reported and maintained accurately in databases and client files.
- Actively participate in cross-skilling of other Pathways team member roles, and provide cover as required to enable continuity of administration and service delivery.
- Cover of GDQ Reception desk as required.
- The provision of friendly, accurate, and timely customer service – external clients and internal clients (Allied Health Team).
- Operate as part of the administrative team to meet operational and strategic goals, and monitor other administration roles within the broader team as required.
- Provide prompt and professional client intake and triage services in alignment with Client Services processes, generating referrals.
- Provide input to the continuous improvement of Client Services processes.

Other Duties and Responsibilities

- Other related duties as required.



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- Participate in personal 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

- Support workers, volunteers.

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.
- Experience in developing, running and coordinating programs, workshops, group based activities.
- Experience in working with people of all abilities, ages and backgrounds.
- Qualifications in disability, human services, or other relevant experience.
- A high level of integrity and strong work ethic.
- Well-developed problem solving and time management skills.
- Solid written and verbal communication skills.
- The capacity to build rapport and negotiate with a wide range of people from varied backgrounds and high level communication skills for potential networking and promotional opportunities.
- Ability to work effectively within a team to achieve goals.
- Demonstrated ability to be accountable for achieving tasks within assigned timeframes.
- Demonstrated administration and computer ability.

Desirable

- Experience working with people with low or no vision
- Experience researching, designing, budgeting for, and implementing innovative programs in a competitive market.



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- NDIS knowledge and experience.
- First Aid Certificate (current).
- Current Open Drivers Licence
- Commitment to professional development and quality assurance.

Working Conditions and Environment

This position is based at Guide Dogs Queensland Head Office in Bald Hills. This is generally an office-based position with a considerable amount of time spent at a work station, operating computer and telephone equipment. Intra-state travel may also be a requirement for this position.

Some out of hours and weekend work may be required as determined by the needs of the Organisation.