

# POSITION DESCRIPTION

## Events Coordinator

<b>SERVICE STREAM</b>	Marketing & Communications
<b>LOCATION</b>	Woolloowin
<b>CLASSIFICATION</b>	Salaried
<b>REPORTING RELATIONSHIP/S</b>	Senior Manager

### OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

### POSITION PURPOSE

This position is responsible for coordination and delivery of the various events and programs presented by Mercy Community Services. The Events Coordinator will work collaboratively with other members of the Marketing & Communications team to coordinate high quality events which support our strategic direction, vision and mission.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision and Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Coordinate and manage promotional events and functions, organise venues, venue logistics, and staffing for events, facilities, entertainment, catering, invitations and promotional material for events.</li> <li>• Working in conjunction with senior managers to deliver effective high-quality events.</li> <li>• Foster relationships with key stakeholders both internal and external.</li> <li>• Monitor and manage costs to ensure expenses remain within approved budgets.</li> <li>• Prepare and present after event evaluations and reports as required.</li> <li>• Propose new ideas to improve the event planning and implementation process.</li> </ul>
<b>3. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community Services policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with MCS,</li> </ul>

**Approved By: Senior Manager, Marketing & Communications**

<b>Approval Date:</b>	Nov 2017	<b>Implementation Date:</b>	Nov 2017	<b>Review Date:</b>	Nov 2019
-----------------------	----------	-----------------------------	----------	---------------------	----------

# POSITION DESCRIPTION

## Events Coordinator

### KEY PERFORMANCE REQUIREMENTS

	<p>licencing and quality assurance requirements.</p> <ul style="list-style-type: none"> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>4. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must: <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> </ul> </li> <li>• Whilst conducting work activities you must: <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>5. Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in staff development and team meetings.</li> <li>• Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>• Other duties as directed.</li> </ul>

### POSITION REQUIREMENTS

#### Required to have

- Previous experience as an event coordinator from conception to implementation.
- Detailed knowledge of event delivery principles.
- Excellent verbal and written communication skills.
- A high level of attention to detail.
- Ability to easily scope event requirements.
- Strong organisation and time management skills.
- Ability to coordinate a range of events – internal and external – across all service areas.
- Energetic approach.
- Customer service focused and a focus on continuous improvement
- Analytical, problem solving, and decision making skills with an ability to explore new and innovative ways to do business using creative solutions.

Approved By: Senior Manager, Marketing & Communications

Approval Date:	Nov 2017	Implementation Date:	Nov 2017	Review Date:	Nov 2019
----------------	----------	----------------------	----------	--------------	----------

## POSITION DESCRIPTION

### Events Coordinator

- Strong understanding of brand.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

#### Beneficial to have

- Previous experience in a marketing communications role.
- Experience in a community service environment or not for profit.
- Tertiary qualifications in Marketing, Event Management or Business

#### KEY SELECTION CRITERIA

1.	Extensive experience in planning, managing and delivering events.
2.	Proven ability to develop and maintain relationships with key stakeholders.
3.	Demonstrated ability to deliver results within budgets and timeframes.
4.	Demonstrates a flexible, positive and proactive attitude.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

#### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

Approved By: Senior Manager, Marketing & Communications

Approval Date:	Nov 2017	Implementation Date:	Nov 2017	Review Date:	Nov 2019
----------------	----------	----------------------	----------	--------------	----------