

Position Description

Community Services Partner

Location: Support Centre, Milton

Branch: Community Services

Reports to: Executive Lead - Community Services

Direct Reports: Nil

Effective Date of PD: December 2022

Primary Objective:

The Community Services Partner supports the Executive Lead - Community Services and broader Branch through the delivery of high-level program and project management support and coordination to ensure the successful delivery of Community Services projects, initiatives and priorities. The role also contributes to the coordination and monitoring of cross Branch deliverables.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Community Services Leadership and Administration Support Team;
- Support Centre Employees;
- Executive Leadership Team;
- Funders and suppliers for Community Service activities;
- Community Services Industry bodies;
- Council for Lutheran Services and its Sub-Committees.

This position has no direct/indirect reports and is not directly responsible for any of the operating budget.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Community Services Partner is a **Leader of Self**.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objectives;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

- Provide proactive, high-level administrative support to the Executive Lead and Community Services Leadership team, including email and diary management, coordination of events, credit card reconciliations and meetings, addressing action items and following up the Executive Lead's direction, authorisation and processing of invoices for payment;
- Develop and oversee the implementation of administrative practices, systems, and procedures to optimise efficiency and support the achievement of quality outcomes;
- Prepare, manage and review high-level communications and correspondence to ensure the delivery of comprehensive and accurate information from the Community Services Branch;
- Contribute to the development, implementation and monitoring of Branch projects and initiatives to support the achievement of organisational and Branch goals;
- Consult with subject matter experts to review and continuously improve Community Services policies, procedures, forms and guidelines to ensure they meet legislative requirements and contemporary practice;
- Contribute to the continuous improvement of business practices, systems and procedures to support optimum efficiency of Community Services practices across the Branch;
- Review and coordinate the distribution of Community Services communications to ensure all stakeholders are informed and/or consulted as appropriate;
- Represent Community Services in cross functional projects to ensure effective communication is maintained and professional, specialist advice and support is provided.

Position Requirements:**Essential:**

- Reasonable experience in a similar role;
- High-level interpersonal communication skills and ability to build positive working relationships;
- Strong research and administration skills;
- Ability to self-manage priorities and deadlines;
- Solutions focused with the ability to adapt to change;
- Must maintain a valid Police Check.

Desirable:

- Tertiary qualification relevant to the role;
- Experience in project management;
- Experience in the Human Services sector.