



*St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW from January 2016 to June 2020.*

## Operations Coordinator

### Position Description

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<b>Position Title:</b>	Operations Coordinator
<b>Responsible Unit:</b>	Local Area Coordination program (LAC)
<b>Position Reports to:</b>	Senior Operations Manager; Sydney, SE Sydney, SW Sydney & Senior Operations Manager; Hunter New England, Central Coast
<b>Managerial Responsibility for:</b>	Nil
<b>Base Location:</b>	TBA
<b>Primary Position Objective:</b>	<ul style="list-style-type: none"><li>• To provide high-level administrative and organisational support to the Senior Operational Managers (SOMs) for the LAC program.</li><li>• To develop internal and external communications for the LAC program, including written and digital content.</li></ul>

### St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

### St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW was commissioned by the National Disability Insurance Agency (NDIA) to provide local area coordination to ensure that people with disability who were receiving supports from NSW or Commonwealth Government disability programs experienced a smooth transition to the NDIS. Post transition, the Local Area Coordination Program will work with participants to assist them in achieving their plan goals.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The Society provides LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.

### Duties and Responsibilities

The Operations Coordinator will provide high-level administrative and organisational support to the Senior Operational Managers in implementing the delivery of the LAC program. The Operations Coordinator will also provide high quality written and digital communications to support the work of the LAC program. The position involves substantial travel across the LAC program. Further responsibilities of this role include the following:

#### Administration Support

- Manage all aspects of email, phone and diary management, including actioning, filtering, prioritising and filing.
- Coordinate and set up District Manager meetings as required.
- Organise travel, accommodation and expenditure as required.
- Participate in staff meetings, planning, work groups and all activities that enhance the teamwork approach.
- Facilitate the setup of rooms for conferences and meetings as required.
- Take minutes of nominated meetings and prepare draft for approval and distribution.
- Coordination of Administration Officers across districts ensuring a streamlined approach to admin tasks.
- Travel between all offices as required.
- Event management and coordination for meetings and staff events.
- Professional Development and Team Work.
- Participate in an approved supervision and performance development process and undertake ongoing training and development relevant to the position.
- Actively participate in internal meetings and workshops that support the implementation of the LAC program.

#### Positive Culture

- Demonstrate professionalism and adopt high ethical and professional standards.
- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organizational values, as outlined in the Society's Code of Conduct.

#### Communications and Engagement:

- Develop communication for the LAC program, ensuring it aligns with St Vincent de Paul Society
- Coordinate the production and delivery of newsletters and other communication to improve engagement and drive long-term outcomes.
- Monitor and develop content for social media platforms, proactively engage with the sector and stakeholders through customer-focussed content that meets organisational objectives
- NSW values and obligations as a partner of the National Disability Insurance Agency (NDIA).
- Maintain and distribute all LAC and Vinnies collateral for the LAC program

### Essential Criteria

- Previous experience in administrative role.
- Experience and/or qualifications in communications.
- Demonstrated experience developing and implementing content using a number of different communication channels such as the intranet, social media, and newsletters.
- A high level of computer literacy with intermediate to advanced MS Office skills.
- Proven ability to adapt to changing environments and ability to prioritise competing demands and achieve agreed targets.
- Strong communication and interpersonal skills, with the ability to engage with diverse audiences across a variety of platforms.
- Demonstrated writing skills with ability to tailor writing to a brief and present material in a concise style for the Society's publications and digital platforms.
- Demonstrates ethical, inclusive and non-judgmental attitude towards others.
- Genuine commitment to providing high quality customer service to internal and external stakeholders
- Proven ability to work autonomously while also collaborating positively within a team environment.
- A commitment to the values of the St Vincent de Paul Society and ability to maintain an ethical, and non-judgmental, attitude towards staff, participants, carers and families.

### Desirable experience/skills

- Experience in working with, or lived experience with people with disability is highly desirable.
- Basic competency in photo and video editing.