

# Member and Community Engagement Coordinator – North East

## Position Description

<b>Directorate</b>	Membership, Volunteers and Regional Operations
<b>Reports to:</b>	Regional Director
<b>Direct reports:</b>	Nil
<b>Location:</b>	North East region – Newcastle or Lismore office location.
<b>Primary position objective:</b>	Effectively support the work of Conferences by working closely with the Regional Council and Conference Presidents within the region, implementing state-wide membership programs and initiatives.  Engage members, volunteers and other members of the local community in the implementation of the Society's social justice and advocacy initiatives.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

**Member and Youth Experience:** this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

**Member Programs:** this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

**Volunteer Experience:** this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

**Regional Operations:** this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

## Accountabilities and responsibilities

The Member and Community Engagement Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their region.
- Effectively support the work of Conferences across the region by working closely with the Regional Director and the Central Council President, Regional Presidents and Conference Presidents.
- Support local problem solving and cohesion between members and volunteers, area coordinators, business partners, service delivery staff, and enabling functions staff to support a 'One Society' approach.
- Engage with the local community through a range of community events (including Sleepout, Anti-Poverty Week etc) to increase community participation and enhance awareness of the Society's work.
- Promote and participate in the implementation of the Society's social justice and advocacy initiatives, actively engaging with the local community and members as appropriate.
- Work with others to undertake community needs analysis across the region to ensure a deep understanding of the current and future needs of the people we serve.
- Participate in the implementation of the WE CARE process and other centre-led membership programs and initiatives across the region.
- Implement attraction, retention and engagement initiatives and programs across the region aligned with the state wide membership engagement strategy.
- Work collaboratively with the L&D team to develop and implement a learning & development plan to support the capability development of Conference leaders and members.
- Ensure that appropriate forums and events are designed and implemented to bring Conference presidents together across the region to share ideas, knowledge and learning.
- Utilise relevant information, data and systems to prepare and deliver reports on member and community engagement programs and initiatives as required.
- Support effective engagement of members in Vinnies Services and commercial enterprises.
- Engage members in the implementation of the Society's social justice and advocacy initiatives.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Improve member experience and engagement across the region.
- Implement the WE CARE process in conferences across the region.
- Implement effective policies, procedures and systems for membership programs and ensure compliance.
- Increase the number of active members (including youth > 35 years old) and volunteers.

## Key working relationships

In addition to the Regional Director and their direct reports, the Member and Community Engagement Coordinator will foster close working relationships with:

- Central Council President and Central Council members;
- Regional Council President and Regional Council members;
- Conference Presidents and members;
- Regional Directors, (Membership, Volunteers and Regional Operations);
- Member Experience Officer (Membership, Volunteers and Regional Operations);
- Member Learning and Development Needs Coordinator (Membership, Volunteers and Regional Operations);
- Program Management and Reporting Coordinator (Membership, Volunteers and Regional Operations);
- Manager, Policy and Advocacy and team (Strategy and Governance).

## Essential criteria

### Critical Capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

### Role-specific criteria

- Relevant tertiary qualification/s in human resources, human services or related area.
- Demonstrated experience developing and implementing engagement strategies for member-based organisations.
- Demonstrated experience implementing community engagement strategies for large organisations in metropolitan and regional areas.
- Demonstrated ability to review and analyse data and analytics to enable effective reporting on membership programs.

- Sound stakeholder management and conflict resolution skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Proven communication and interpersonal skills across a range of mediums.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.