

# Community Participation Coordinator

## Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Manager – Inclusion
<b>Direct reports:</b>	Nil
<b>Location:</b>	Metro Region
<b>Primary position objective:</b>	Develop, coordinate, implement and evaluate community initiatives that use asset-based community development strategies.

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

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Community Participation Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their directorate.
- Apply asset-based community development strategies to implement community initiatives that support the broader outcomes of Vinnies Services.
- Develop relationships and collaborate with local community and local stakeholders to identify community need and facilitate activities that promotes community participation.
- Facilitate activities, events and projects that promote social inclusion and build social capital in the community.
- Identify new opportunities for partnerships and strengthen exiting partnerships that contribute to stronger and more connected communities.
- Promote activities of the OLC and create strategies that maximise consumer participation, consumer consultation, partnerships and referrals.
- Implement access pathways to the OLC for people we assist in the broader community.
- Develop, implement, and maintain feedback, evaluation processes and rigorous data capture that promote participation and that contribute to continuous improvement.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contributing to effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Measure and report of service impact and outcomes, using this to contribute to continuous improvement.
- Number of community members and/or community groups engaged in activities.

## Key working relationships

In addition to the Manger, Inclusion and Regional Manager, Metro, and their direct reports, the Community Participation Coordinator will foster close working relationships with:

- Matthew Talbot (Vinnies Services);
- Team Leaders and their direct reports, Intensive Case Management Team (Vinnies Services)
- Team Leaders and their direct reports, Matthew Talbot Hostel (Vinnies Services);
- Mission, Spirituality and Pastoral Care Partner (Mission and Spirituality);
- Local Community organisations

## 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 2) Enable 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 2) Encourage innovative behaviour to improve 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 qualifications and/or demonstrated experience in community development, social work, community services and / or educational program or other relevant area.
- Demonstrated understanding of community development and asset-based community development.
- Demonstrated experience working with those who experience social exclusion due to homelessness, the impact of trauma, mental health issues, alcohol and other drug issues and / or unemployment.
- Demonstrated experience coordinating and facilitating programs, events and activities for socially excluded / vulnerable groups of people within a community setting.
- Demonstrated project and event management experience including budget management and coordination of volunteers.
- Exceptional interpersonal skills, including negotiation and conflict resolution.
- High level computer literacy.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver agreed deadlines.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Demonstrated competence skills in trauma informed practices and Mental Health First Aid.
- A solid understanding of nonviolent crisis intervention principles and practices.
- Current First Aid certificate.