

Program Management and Reporting Coordinator

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Manager, Membership Programs
Direct reports:	NIL
Location:	Centre based and located within the Society's main metropolitan office.
Primary position objective:	Deliver effective program management coordination and reporting for all member programs delivered in the Membership, Volunteers and Regional Operations directorate.

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.

Membership 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 Program Management and Reporting Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Coordinate the delivery of state-wide member programs (e.g. Twinning, WE CARE, No Interest Loans Scheme (NILS), Energy Accounts Payment Assistance (EAPA), Emergency Relief Fund (ERF), grants programs) and projects impacting membership.
- Maintain accurate reporting for delivery of state-wide member programs to relevant internal and external governance bodies.
- Support the Manager, Member Programs to plan, implement and review member programs to ensure alignment with the Society's Strategic Plan and outcomes and impact measurement.
- Collate and analyse data that effectively reports on the member programs and performance against intended outcomes.
- Liaise with and provide program information to regional operations staff to support conferences and members in the delivery of care and assistance programs to the people we serve.
- 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)

- Ensure program management reporting is relevant, timely and accurate.
- Ensure member program reports meet reporting compliance requirements.
- Coordinate the effective delivery and implementation of member programs across the state.

Key working relationships

In addition to the Manager, Membership Programs and their direct reports, the Program Management and Reporting Coordinator will foster close working relationships with:

- Member and Youth Engagement Coordinators (Regional Operations team);
- Operations Support Officers (Regional Operations team);
- Community Support Manager (Metropolitan - Regional Operations team);
- External stakeholders, including government, funding bodies and other agencies as required.

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 3) Manage virtual, dispersed teams and stakeholders 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 business, project management or related.
- Experience coordinating programs and reporting on the effectiveness of programs within a not-for-profit, membership-based environment.
- Experience collating, analysing, interpreting and presenting data and measures of program success to inform decisions.
- Proven communication, report writing and interpersonal skills across a range of mediums.
- Ability to work independently and as part of a team.
- Proven project coordination skills and the ability to manage competing priorities.

Desirable criteria

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