

Member and Community Engagement Coordinator – North West

Position Description

Directorate	Membership, Volunteers and Regional Operations
Reports to:	Regional Director
Direct reports:	NIL
Location:	North West region – Orange office location
Primary position objective:	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.