

Activities Outreach Coordinator

Position Description

Directorate	Vinnies Services
Reports to:	Team Leader, OLC
Direct reports:	Nil
Location:	Metro Region
Primary position objective:	Coordinate, develop and / or facilitate activities, workshops or programs focused around Living Skills, that create opportunities for social engagement and develop skills to enable stronger community participation.

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 Coordinator, Activities Outreach will:

- Contribute to the successful implementation of the Strategic Plan within their directorate.
- Develop, coordinate and/or facilitate activities, with a key focus on Living Skills, that promote social inclusion and support the broader outcomes of Vinnies Services with a focus on housing stability.
- Implement strategies that maximise participation, consultation, collaboration, partnerships and referrals for people we assist.
- Work collaboratively to ensure that there is a supportive, safe and comfortable environment fostered for people we assist; this will include working with Homelessness and Housing and Health teams.
- 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.
- Assess the needs and respond to changes in behaviour of people we assist and provide appropriate information, support and referral.
- 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 people we assist engaged in outreach activities.

Key working relationships

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

- Matthew Talbot Health Clinic (Vinnies Services);
- Senior Practice Leader, 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 3) 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 3) 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.
- Exceptional interpersonal skills and demonstrated ability to confidently apply de-escalation strategies in high conflict situations.
- 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.
- Drivers Licence

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.