

Activities Coordinator, Ozanam Learning Centre

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, OLC
Direct reports:	NIL
Location:	Sydney Metro
Primary position objective:	Coordinate, develop and facilitate activities, workshops or programs that create opportunities for social engagement and develop skills to better enable 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 & Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability 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 Activities Coordinator will:

- Contribute to the successful implementation of the Strategic Plan in their team.
- Develop, coordinate and facilitate evidence-based activities that build social engagement and provide opportunities for personal and skill development in line with the annual work plan.
- Implement strategies that maximise client participation, consumer consultation, community collaboration and partnerships and referrals.
- Develop, implement and maintain feedback and evaluation processes that promote consumer participation and lead to processes of continuous improvement and quality practice.
- Identify opportunities to facilitate and deliver programs and activities in collaboration and partnership with other organisations.
- Work collaboratively to create a supportive and comfortable environment fostered for people we assist, visitors and those that access programs through the space.
- Assess the needs and respond to changes in behaviour of the people we assist and provide the appropriate information, support and referral.
- Work collaboratively with the Community Development team to support the realisation of resilient and inclusive communities.
- Work collaboratively with internal and external stakeholders for the purpose of profile raising, information and referral, program development and to achieve best outcomes for the people we assist.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Number of workshops and activities
- Measure and report of service impact and outcomes, using this to contribute to continuous improvement.

Key working relationships

In addition to the Team Leader and their direct reports, the Activities Coordinator will foster close working relationships with:

- Community Development Team (Vinnies Services)
- Continuing and Coordinated Care Program (Vinnies Services)
- Matthew Talbot Hostel Accommodation Team (Vinnies Services)
- Metro Case Management Team (Vinnies Services)
- Matthew Talbot Hostel Health Clinic Team (Vinnies Services)
- Vincentian House Accommodation Team (Vinnies Services)

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualification/s 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 skills.
- 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.
- NSW Driver's License