



## Member Support Coordinator

### Position Description

Telephone: (02) 9568 0262  
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<b>Position title</b>	Member Support Coordinator
<b>Responsible Council</b>	Parramatta Central Council (PCC)
<b>Reports to</b>	Community Services Manager
<b>Base Location</b>	Caroline Chisholm Centre Mt Druitt

Email: [vinnies@vinnies.org.au](mailto:vinnies@vinnies.org.au)  
Website: [www.vinnies.org.au](http://www.vinnies.org.au)  
Donation Hotline: 13 18 12

### Primary position objective

The Member Support Coordinator supports, invigorates and engages with the work of the Society's members. An innovative approach is required with attention to the delivery of methods of providing support to people in need, member recruitment, development activities and projects, training programs and support for work of conferences. In addition the role has oversight of data management and reporting and ongoing administrative support for and resourcing of the work of conferences as required by PCC.

### St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Stores across NSW.



## Parramatta Central Council - Overview

The Parramatta Central Council of the St Vincent de Paul Society, NSW (PCC), covers a large area from Granville in the south-east, Warragamba in the south, as far as Blackheath in the west taking in seven Local Government areas. With as many as 100 cultures represented in the area, the demand for assistance is growing and diverse in nature. With the population in Western Sydney predicted to double by 2036 it is expected that demand for assistance will increase. The PCC has: 5 Regional Councils, 47 Conferences; over 400 Conference members; 23 Vinnies Shops; 2 Special Works and 1000 volunteers.

## Duties and Responsibilities

### 1 Conference Membership and Development

- Assist with the identification of PCC, Regional Council and Conference needs and provide support to the respective Presidents in addressing those needs
- Support and assist Conferences within PCC to recruit and welcome new members
- Assist Conferences to promote the work of members and volunteers? within local communities
- Attend PCC, Conference and Regional Council meetings as directed
- Support Conferences in implementing new policies, procedures and initiatives
- Deliver, support and evaluate Society training programs for conference members as required
- Support the formation and Vincentian spirituality of conference members through planning and supporting activities as required from time to time.

### 2. Reporting

- Oversee the collection of all required conference and membership data and ensure all reporting on Conference activities and membership is up to date, accurate and timely
- Implement all data management and reporting processes as required by both PCC and State Support Office
- As directed ensure all compliance activities are undertaken in a timely fashion including compliance with the Society's Safeguarding Children and Young People Policy.
- Undertake evaluation of training and other conference activities as required.

### 2 Conference Work Support

- Liaise as directed with services that work directly with people we assist through conference work including Payment Assistance (EAPA) Scheme, Telstra Vouchers Scheme, and Payment Assistance Scheme (PAS) Sydney Water Program.
- Support the establishment and development of other key community relationships through interagencies and other community engagement activities
- Maintain up to date conference information resources, forms and referral materials for each region
- Support spiritual formation, social justice, fundraising, community hub and other conference activities including the development of new conference initiatives from both State Support Office and PCC
- Undertake and oversee reporting and compliance activities to ensure externally



funded programs adhere to acquittal guidelines

- Contribute to continual improvement of relevant processes, working closely with the Community Services Manager, other Senior Managers and State Support Office as directed from time to time.
- Provide continual support for conference members in all administrative aspects of conference work, and support implementation of policy and procedures.

#### 4 Teamwork

- Keep up-to-date with current volunteer support practices
- Actively contribute to a strong team environment, working in a collaborative manner with all stakeholders.
- Participate in the Society's performance development processes including training and professional development as required.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Work within the Society's Code of Conduct.

#### **Essential Criteria**

1. Relevant tertiary qualifications or related discipline and/or demonstrated relevant experience;
2. High level data management experience;
3. Proven problem solving and project management skills
4. Proven stakeholder management skills
5. Strong communication, collaborative and interpersonal skills;
6. Proven computer proficiency including Microsoft applications
7. Willingness to adhere to the ethos and mission of the Society
8. NSW Drivers Licence
9. Available for night and weekend work as required

#### **Desirable Criteria**

1. Commitment to the Catholic Faith
2. Experience working within a volunteer and/or membership based organization.
3. Understanding of the Not for Profit sector

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



St Vincent de Paul Society  
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