

POSITION DESCRIPTION

PROGRAM COORDINATOR 3E's TO FREEDOM (Gold Coast)

AGENCY OVERVIEW

Established in 1999 Anglicare North Coast is a non-government organisation based on the north coast of NSW. A member of Anglicare Australia, our primary objective is to support and empower disadvantaged and vulnerable people to achieve dignity and a fulfilling life.

With a geographical domain extending over 50,000 square kilometres from the Tweed in far northern NSW to Port Macquarie in the south, Anglicare North Coast is the social justice and welfare arm of the Anglican Diocese of Grafton and has offices in Coffs Harbour, Grafton, Maclean, and Ballina.

ORGANISATIONAL VALUES

At Anglicare North Coast our engagement with communities, clients, staff and volunteers is carried out in accordance with our values:

Respect Compassion Fairness Integrity Inclusiveness

We celebrate these values as an intrinsic expression of our Christian faith. Our staff, in reflecting the cultural and religious diversity of our communities, uphold these values and the Christian foundation of our work, recognise our affirming connection to the Anglican Church, and join us as we work together to deliver *Hope in Action*.

THE 3E's TO FREEDOM PROGRAM

Education, Employment and Empowerment: A Domestic and Family Violence Prevention Strategy. The 3E's to Freedom Program is an education and employment program for adult women from a CALD background. It involves an education component that includes a range of hard and soft skill development as well as strategies to develop underpinning skills such as work fitness. The employment component includes linking formally and informally with industry mentors and prospective employers to provide work experience, develop workplace confidence and increased understanding of Australian workplace culture. Based on a highly successful 12m pilot in Coffs Harbour, the Program is now being extended to two additional sites in the Gold Coast (QLD) and Northern Rivers (NSW).

The 3E's Program is designed to be fluid and flexible to meet the individual needs of the women involved. It is based on the key principles that:

- Women from a CALD background are less likely to be victims of domestic and family violence if they are empowered, educated and employed
- Programs of support for vulnerable women need to be centrally coordinated, holistic, responsive, flexible and collaborative to achieve longer term outcomes
- Regional towns present an opportunity for vulnerable women to develop self-determination and self-reliance which will ultimately support a faster transition to social, economic and political participation
- The social change required to support vulnerable women to achieve social, economic and political participation in Australian life needs to be driven by the whole community: industry, academia, social services, education and government as well as individuals
- Programs aimed at fostering empowerment will be more successful if they are designed to provide participants with opportunities to choose and to lead
- Programs which support women will be more successful if they include resources to meet the needs of women's children and immediate family members.

PRIMARY PURPOSE OF THE POSITION

The Program Coordinator 3 Es to Freedom will implement the expansion of the 3 E's Program to the Gold Coast, establishing and delivering the program to achieve education, employment and community connectedness outcomes for participants.

ROLE DIMENSIONS

LOCATION	Gold Coast. Occasional travel to other regions where ANC has a presence will be required.
EMPLOYMENT STATUS	Part time (0.6 EFT). May be required to work outside normal business hours. Fixed term contract to 30 June 2019 SCHADS Award Level 5 Eligible for Salary Sacrifice (in accordance with ANC policy, terms and conditions)
RESPONSIBLE TO	Manager 3 E's Program
DIRECT REPORTS	3 E's Program Worker (Gold Coast)
DELEGATIONS	Level 6 as per ANC Schedule of Delegations.

KEY RELATIONSHIPS

INTERNAL	ANC 3 E's teams ANC staff
EXTERNAL	Local Job Network providers Local education providers: university, TAFE and community providers Local industry bodies and Chambers of Commerce Community sector agencies, particularly those working with a CALD or refugee cohort Health, welfare and social service agencies relevant to the wellbeing of Program participants

KEY RESPONSIBILITIES

- Implement the consolidation and potential growth of the 3 E's Program in the Gold Coast, in accordance with program contractual requirements, ANC policies, the parameters of the program budget and relevant legislation
- Actively seek appropriate referrals for the program, assess their suitability and either engage and orient participants to the Program or provide them with appropriate warm referrals
- Facilitate group sessions with the participants to contribute to their skill and knowledge development and increase social connection within the group
- Establish and sustain local partnerships that further the education, employment and empowerment goals of the 3 E's Program
- Contribute to the strategic development of the 3 E's Program through working collaboratively with the Program Manager and other 3 E's teams
- Ensure implementation of the 3 E's Program at the local level remains responsive to both evidence based practice and the learnings from the Program's action research approach
- Provide reports to the Program Manager as requested to assist the 3 E's Program Steering Committee in its strategic and evaluative work with the Program
- Provide leadership and support to the 3 E's Program Worker, including human resource management in accordance with ANC policy and procedure
- Maintain an awareness of the ongoing learnings associated with delivering the Program, and incorporate them into practice in line with the Program's action research framework
- In partnership with the Program Worker, enter all participant data into Data Exchange within contracted timeframes

KEY CHALLENGES

The Program Coordinator will demonstrate creativity and persistence, seeking support from the Program Manager as required, to address the key challenges of the role, including:

- Advocating the value and requirements of the Program to potential participants in a way that is accurate and meaningful, and captures the flexible and innovative nature of the Program
- Ensuring local flexibility for the Gold Coast 3 E's team that is responsive to community, participant and stakeholder context, while also ensuring consistency with the broader purpose and contracted outcomes of the Program as a whole
- Establishing and maintaining stakeholder relationships in a context of competitive tendering.

PERSON SPECIFICATION



Mandatory

A Working with Children Check and Criminal History Check with results satisfactory to ANC and a current Driver's Licence are mandatory.

QUALIFICATIONS	A relevant, Bachelor or Diploma level tertiary qualification in the social science field is mandatory for this position. (Level as defined by the Australian Qualifications Framework.)
KEY KNOWLEDGE AREAS	<ul style="list-style-type: none"> • Project leadership • Group facilitation and engagement processes • Adult learning models • Professional understanding of CALD and Refugee settlement experiences (desirable) • Professional understanding of domestic and family violence (desirable)
KEY SKILLS AND ABILITIES* <i>* Numbering indicates a specific link to the Community Sector Workforce Capability Framework</i>	<ol style="list-style-type: none"> 1. Client Outcomes: Provides clients with high quality service and appropriate referrals; focuses team on provision of quality client outcomes (6.3.3 and 6.2.3) 2. Knowledge of client issues: Demonstrates detailed knowledge of client issues and builds research links (6.3.2) 3. Partnerships and Collaboration: Develops models and protocols for working in formal and informal partnerships with community service and other organisations to achieve client outcomes (1.3.3) 4. Change Management: Supports change management and assists others to adapt and adjust to change (8.2.1) 5. Achieving Results: Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets (7.2.3) 6. Team Dynamics: Manages team dynamics, supports productive working relationships and work-life balance (4.3.3) 7. Reflective Practice: Demonstrates reflective and evidence based practice (6.2.1) 8. Written Communication: Writes accurate, clear and informative reports and communications that meet the needs of their intended audience (3.2.2) 9. Verbal Communication: Articulates clear and respectful messages and information to clients and colleagues (3.2.3) 10. Financial Management: Assists with budget reviews and works to established budgets (5.2.2) 11. Creativity and Innovation: Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement (8.2.3)

	12. Diversity: Demonstrates organisational values and supports teams to value and work effectively with client diversity (6.3.4)
	13. WHS: Contributes to identification and resolution of WHS risks and hazards in their work environment, and ensures provision of a safe and healthy work environment for employees, volunteers, contractors, visitors and members of the wider community.
PERSONAL ATTRIBUTES	14. Client Focused: aims for best outcomes for clients; is outcome focused; follows through with commitments
	15. Supportive: encourages others to attain goals and achieve; listens actively and inspires confidence; demonstrates empathy when confronted with adversity
	16. Creative and Innovative: generates options and ideas; is open to change and alternatives
	17. Flexible: adapts to changing circumstances in the workplace; prioritises work and addresses what is most important
	18. Ethical: Has integrity and principles; is truthful; reflects expected standards of behaviour and code of conduct
	19. Collaborative: Works with others to achieve common goals; engenders a spirit of teamwork; inspires trust
EXPERIENCE	At least three years employment experience in the community sector including experience in a coordinator / team leader position relevant to the sector.

KEY RESULT AREAS / POSITION OUTCOMES

- Duties of the position are carried out in compliance with relevant legislative requirements and ANC policies and procedures
- Program participants are engaged in the program and go on to achieve client outcomes (as defined by the work plan)
- Existing partnerships are maintained and new partnerships are secured
- Data relating to the program is entered into Data Exchange accurately and within timeframe
- HR Management complies with organisational HR policies and procedures
- Workplace risks, hazards and incidents are identified and resolved in compliance with legislative and ANC policy requirements.

ACKNOWLEDGEMENT OF AGREEMENT

(to be signed by incumbent at appointment or following annual performance review)

I understand and am able to fulfill the expectations and inherent requirements of the position as described.

I agree to work within the values framework of Anglicare North Coast as outlined.

Incumbent signature:

Incumbent name: Date:

POSITION DESCRIPTION AUTHORISATION*	
Signed:	Date:
Name:	Role:
*Note must be signed and authorised by CEO or Director Client Services	