

# Job Description

Team Member

ac.care  
Opportunities for life ... for country people

Published 13/07/2023

**Job Title:** Community Program Co-Ordinator

**Department:** Community Services

**Award:** Social Community Home Care & Disability Services Award

**Classification Level:** L4

**Reports To (Title):** Regional Manager Community Services

**Direct Reports:** Volunteers

## About ac.care

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships.

ac.care is a non-government organisation (NGO) and everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

ac.care is a *Child Safe Organisation* and provides an environment where the safety of children and young people is our highest priority as well as providing culturally appropriate services.

## About the Job

As Program Coordinator you will be responsible for overseeing the day-to-day operations of activities and programs being delivered at the Community Centre. A key deliverable of this role is the design, delivery and coordination of meaningful activities and programs in collaboration with the local community to connect people and provide valuable social, recreational, and educational opportunities.

You will also be responsible for overseeing the recruitment and management of volunteers to support the delivery of activities and programs at the Community Centre.

## Key Outcomes

### Job responsibilities

- Engage with community stakeholders including service providers, community groups and businesses to identify community needs and collaborate in the delivery of activities and programs.
- Design, develop and deliver activities and programs to small groups.
- Lead a team of volunteers, maximising effective use of their skills and experience, and providing appropriate recognition of the contribution they make.
- Maintain a service delivery environment that is safe (including culturally safe), accessible and welcoming for people, facing additional barriers to participation, including, but not limited to people

### Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical



with disabilities, people from culturally diverse backgrounds and people who identify as LGBTIQ+.

- Undertake activity and program evaluation, utilising the voice of participants, listening to consumers, and the communities in which they live to inform service delivery continuous improvement.
- Collect data and prepare timely reports in response to identified priority local needs ensuring operational activity and program outcomes are achieved.
- Establish and report on an annual action plan in conjunction with Community partners.
- Develop connections and engage regularly with local Community Connections Program (CCP) Partners, Regional Co-ordinating Partners and other Department of Human Services (DHS) funded programs, which may include Safer family Services and the Financial Wellbeing Program.
- Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

## Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.



## Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

## Special Conditions

- ☒ Hold a current SA drivers' licence 'Class C' or interstate equivalent
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
  - ☒ Working with Children Check
  - ☒ National Police Check
  - ☐ Psychological Suitability Assessment
  - ☐ Medical or Functional Assessment
  - ☒ COVID-19 Vaccination
- ☐ Hold or working towards the following Membership/Accreditation/Qualification: NA
- ☒ Out of hours work may be required from time to time
- ☐ Client transportation required and/or client visitation outside of the office required
- ☐ Intra and interstate travel may be required

## Key Selection Criteria

### Essential

- Tertiary degree in community development, education or social work, with 1-2 years experience; or less formal qualifications e.g., Certificate IV or higher, in training and assessment or a community services field with specialised skills, and 5 years relevant experience, attained through previous appointments.
- Demonstrated program coordination and leadership skills, including recruitment, quality assurance, risk management and reporting.
- Previous experience as a coordinator with accountability for operational outcomes and managing direct reports (volunteers).
- Demonstrated experience implementing and delivering group programs/activities.
- Knowledge of and ability to work within relevant funding guidelines and legislative requirements relating to the delivery of program outcomes, safety and risk.
- Demonstrated experience working with and being sensitive to the needs of others, in a welcoming and non-judgemental environment, acting with diplomacy, tact, empathy, privacy and confidentiality e.g. vulnerable communities, low income earners, homelessness, cultural groups and/or disadvantaged members of the community.
- Highly developed communication skills (listening verbal and written), including the ability to establish rapport and maintain a positive relationship with participants and other service providers.
- Competent skills in the use of technology with sound IT skills – Microsoft applications, databases



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## Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Mental Health First Aid Training
- Demonstrated practice to work autonomously, manage time effectively, set priorities, plan and organise workload and that of other staff/volunteers where supervision is required to achieve specified outcomes within a limited timeframe.

## Competencies

The following is derived from the ac.care Workforce Competency Framework which outlines the desired competencies and behaviours ac.care wants demonstrated by its leaders, teams, staff and volunteers.



### Team Member

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"><li>• Align own work activities to ac.care strategic goals</li><li>• Demonstrate responsibility for achieving results and agreed targets</li></ul>
<b>Achieves results</b>	<ul style="list-style-type: none"><li>• Be productive, prioritise work through effective planning, monitoring and time management</li><li>• Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success</li><li>• Participate in team decision making and achievement of outcomes</li></ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"><li>• Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working</li><li>• Support new system improvement initiatives and technologies</li></ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"><li>• Exercise situational leadership through sharing ideas and actions that drive improvements</li><li>• Share skills, knowledge and encourage others to learn</li><li>• Consider how your actions and interpersonal style and words may impact others</li></ul>
<b>Builds relationships and engages others</b>	<ul style="list-style-type: none"><li>• Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights</li><li>• Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs</li></ul>

## EMPLOYEE ACCEPTANCE

I  acknowledge that I have read, understood, and agree to the job description.

Date:  Signature:

Compassion, Adaptability, Relationships, Excellence

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