

# Program Management and Reporting Coordinator

## Position Description

<b>Directorate:</b>	Membership, Volunteers and Regional Operations
<b>Reports to:</b>	Manager, Membership Programs
<b>Direct reports:</b>	NIL
<b>Location:</b>	Centre based and located within the Society's main metropolitan office.
<b>Primary position objective:</b>	Deliver effective program management coordination and reporting for all member programs delivered in the Membership, Volunteers and Regional Operations directorate.

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

### Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

**Member and Youth Experience:** this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

**Membership Programs:** this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

**Volunteer Experience:** this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

**Regional Operations:** this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

### Accountabilities and responsibilities

The Program Management and Reporting Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Coordinate the delivery of state-wide member programs (e.g. Twinning, WE CARE, No Interest Loans Scheme (NILS), Energy Accounts Payment Assistance (EAPA), Emergency Relief Fund (ERF)).
- Maintain accurate reporting for delivery of state-wide member programs to relevant internal and external governance bodies.
- Support the Manager, Member Programs to plan, implement and review member programs to ensure alignment with the Society's Strategic Plan and outcomes and impact measurement.

- Collate and analyse data that effectively reports on the member programs and performance against intended outcomes.
- Liaise with and provide program information to regional operations staff to support conferences and members in the delivery of care and assistance programs to the people we serve.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Ensure program management reporting is relevant, timely and accurate.
- Ensure member program reports meet reporting compliance requirements.
- Coordinate the effective delivery and implementation of member programs across the state.

## Key working relationships

In addition to the Manager, Membership Programs and their direct reports, the Program Management and Reporting Coordinator will foster close working relationships with:

- Member and Youth Engagement Coordinators (Regional Operations team);
- Operations Support Officers (Regional Operations team);
- Community Support Manager (Metropolitan - Regional Operations team);
- External stakeholders, including government, funding bodies and other agencies as required.

## Essential criteria

### Critical capabilities

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

- **'People we serve' centric:** (Level 2) 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 3) Manage 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 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in 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 qualification/s in business, project management or related.
- Experience coordinating programs and reporting on the effectiveness of programs within a not-for-profit, membership-based environment.
- Experience collating, analysing, interpreting and presenting data and measures of program success to inform decisions.
- Proven communication, report writing and interpersonal skills across a range of mediums.
- Ability to work independently and as part of a team.
- Proven project coordination skills and the ability to manage competing priorities.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.