

Vinnies Support Centre Coordinator

Position Description

Directorate	Membership, Volunteers and Regional Operations
Reports to:	Team Leader, Metro City North
Direct reports:	Client Support Officer/s Client Support Assistant/s
Location:	Metro office location
Primary position objective:	Vinnies Support Centre is a client support and referral centre with emergency food pantry (Monday – Friday), reception and client support volunteers all trained to engage with people experiencing disadvantage and address requests for assistance. The Vinnies Support Coordinator oversees all activities at the Centre including a client centred approach to service delivery, volunteer management, training and support and networking with the broader community. Works closely with Conference members and provide administrative support to the regional President.

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.

Member 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 Vinnies Support Centre Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their region.
- 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.

Client Services

- Provide a consistent client-centred approach for all client engagements
- Ensure that trained staff, volunteers and members are available to welcome, engage, assess and refer clients as required.
- Follow all client services policies and procedures including client data, reporting and evaluation.
- Work directly with clients experiencing complex needs as required to effectively address needs, advocate and refer to specialist services.
- Assist clients to build connections with appropriate services, community supports and informal social networks.
- Ensure that the food pantry is stocked and managed at all times and compliant with all WHS and food handling regulations
- Manage voucher, store card and other forms of financial assistance in accordance with strict internal controls and reporting requirements.

Volunteer Management

- Recruit, select, train and support a team of volunteers for various roles within the Vinnies Support Centre including overseeing university intern placements as required
- Ensure sufficient numbers of volunteers available as required to conduct client services at the Vinnies Support Centre during business hours
- Build and maintain a collaborative team environment including team meetings and professional development and training
- Adhere to the Society's volunteer management policies and procedures including maintaining accurate records for all volunteers.

Stakeholder Relations

- The Vinnies Support Centre Coordinator develops and supports key stakeholder relationships including:
- Work closely with the Society's members who undertake emergency relief activities and ensure their involvement as appropriate within the Vinnies Support Centre activities
- Work closely with the Team Leader to implement procedures to support the administration and growth of membership and membership networks to support the work of the Vinnies Support Centre.
- Develop and maintain quality relationships with a range of local key stakeholders including community organisations, Government Departments, and health professionals to facilitate the effective provision of support and information to clients
- Participate in community events within the local community to promote the Society and PCC.

Coordination of the Vinnies Support Centre (VSC)

- Adhere to relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and Workplace Health & Safety requirements.
- Report accurately and regularly as required by the Vinnies Support Centre Team Leader on Vinnies Support Centre activities for both PCC and other Society reporting requirements.
- Keep informed of theoretical and practice issues to ensure best practise is developed and maintained within the service.
- Participate in relevant professional development activities.
- Contribute to team activities and professional and service development opportunities.
- Ensure accurate and timely input of data to the organisational database.

Critical Key Performance Indicators (KPIs)

- Improve client experience and engagement across the region.
- Deliver effective provision and program support.
- Vinnies Support Centre is operating effectively.

Key working relationships

In addition to the Team Leader, Community Support and their direct reports, the Vinnies Support Centre Coordinator will foster close working relationships with:

- Regional Council President and Regional Council members;
- Regional Directors, (Membership, Volunteers and Regional Operations);
- Member Experience Officer (Membership, Volunteers and Regional Operations);
- Member Learning and Development Needs Coordinator (Membership, Volunteers and Regional Operations);
- Program Management and Reporting Coordinator (Membership, Volunteers and Regional Operations);
- Manager, Policy and Advocacy and team (Strategy and Governance).

Essential criteria

Critical Capabilities

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

- **'People we serve' centric:** (Level 3) Manage 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 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve 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 social sciences, education, social work, psychology, welfare, health studies or related area.
- Demonstrated knowledge and skills in assessment within disadvantaged communities and individuals.
- Experience working with disadvantaged communities.
- Excellent written and verbal communication skills.
- Ability to effectively lead and develop a team.
- Experience managing and leading volunteers.
- Experience in training employees or volunteers.
- Computer literacy in MS Office, internet, emails and database systems.
- Effective time management and organisational skills.
- NSW Driver Licence.

Desirable criteria

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