

Position	Creative Programs and Volunteer Coordinator
Date effective	January 2018
Conditions	LCC Aged Care Services Enterprise Agreement 2013 Support Worker Level 6

Who we are:

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

Our philosophy and vision

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

Our values

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

Purpose of the role

This role is responsible for

- Enabling all residents/clients to participate in meaningful activities of their choice and to express themselves creatively, with the aim of increasing their quality of life.
- Coordinating the development of a collaborative, creative and joyful atmosphere and environment at Wahroonga.
- Ensuring that Wahroonga and its residents/clients have access to sufficient numbers of volunteers who are engaged and productive.

Reporting relationships

The Creative Programs and Volunteer Coordinator reports to the Service Manager and will also maintain a very close working relationship with other senior management positions.

This position leads and supervises the lifestyle team as well as the service’s volunteers.

Qualifications/Experience

Essential

- Experience leading the development, implementation and evaluation of creative programs and events
- Ability to motivate and inspire others as well as lead and manage change
- Experience and confidence in developing connections and communicating with a diverse range of people and groups, in particular an affinity with older people

- Experience working within a person-centred framework including an innovative approach to consultation and the creation of tailored and meaningful activities for people with varying needs
- High level written communication skills and intermediate computer literacy
- Maintain an Australian Driver's licence

Desired

- Creative skills and interests
- Experience leading volunteers or have been a volunteer
- Experience in a people-related role or discipline such as community development, teaching, events planning and coordinating, allied health and/or counselling

Legislative/policy requirements

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

Roles and responsibilities

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Deliver a high quality, innovative and responsive creative lifestyle program that provides meaningful and engaging activities for residents in all areas of the service by -
 - Leading the development and implementation of the service's plan for the program,
 - Assessing individual residents' needs with regard to their creative interests, social/cultural history, emotional and spiritual needs,
 - Designing and implementing individual and group activities that engage with residents' interests and desires, supporting and empowering residents to use and develop their skills and abilities,
 - Evaluating program effectiveness, making changes and improvements as appropriate;
- Provide strong and effective leadership for members of the creative lifestyle team;
- Recognise, seek out and create opportunities that build a sense of community and establish connections within the service as well as with the wider community to strengthen the creative activities and arts program, and volunteer involvement;
- Maintain records that support effective service delivery and meet accreditation requirements;
- Produce written and oral reports relating to the management of programs;
- Support and contribute to relevant initiatives across Lutheran Services;
- Lead and manage all aspects of the volunteer program by -
 - Preparing and implementing Wahroonga plan for volunteer development, including identifying new volunteer opportunities and projects,
 - Ensuring volunteers feel valued, strongly recognised and fully engaged,
 - Building community links that encourage a wide range of volunteer participation,
 - Managing recruitment, training and orientation, role allocation, mentoring and supervision,
 - Ensuring all volunteers maintain up-to-date police checks.

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.
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