

Project Coordinator - Access & Inclusion

Position Description

Telephone: (02) 9568 0262

Facsimile: (02) 9550 9383

Position Title: Project Coordinator - Access & Inclusion

Email: vinnies@vinnies.org.au

Responsible Council: Maitland/Newcastle Central Council

Website: www.vinnies.org.au

Donation Hotline: 13 18 12

Reports To: Special Works Manager, Maitland Newcastle Central Council

Direct Reports: x1 Team Leader

Base Locations: Ability Links Newcastle and SVDP NSW Support Service Woolloomooloo

Primary position objective: The Access and Inclusion Project Coordinator is responsible for developing, facilitating and leading the roll-out of the Access and Inclusion Mapping Initiative across the Hunter/Central Coast and Sydney Metro South regions of Ability Links programs.

The role will drive strategic engagement within the business community across the identified regions while working in collaboration with the Ability Links Program Managers, Regional Program Coordinators, Team Leaders and Ability Linkers. A key component of this role will be to develop a sustainable business model and support the Team Leader to deliver the initiative.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Service Overview

St Vincent de Paul Society NSW is funded by the NSW Government's Ageing, Disability and Home Care department to deliver Ability Links in the Metro South region, in partnership with Settlement Services International.

Ability Links NSW (ALNSW) is a key foundation in the NSW Government's plan to reshape and improve the way people with disability, their families and carers in NSW are supported by placing them at the centre of decision-making. ALNSW is one of a number of decision-support resources available to assist people with disability. ALNSW works within local communities to assist people with disability, their families and carers to be valued and active members of their community. ALNSW works with communities to facilitate social and economic inclusion of people with disability. This program forms part of the NSW commitment to the National Disability Insurance Scheme.

Duties and Responsibilities

Major Responsibilities

The Coordinator is responsible for developing a sustainable business model for the project which will include financial feasibility modeling and geographic rollout.

The Coordinator is responsible for engagement with the business community, organisations, councils, government agencies and all stakeholders across the participating regions in the implementation of the initiative.

The Coordinator is responsible for engineering the tools and driving the efforts to map the accessibility and inclusion of businesses, organisations and communities, as well as drive engagement and dialogue with the business community to improve the experience of people with a disability when accessing mapped businesses.

Leadership and Management:

- Manage the development and implementation of the project to achieve quality assessments, training and 'app' development;
- Work with the contractor to develop and launch the business system;
- Manage personnel, resources and to implement the Access and Inclusion Project across multiple locations;
- Coordinate the Projects Steering Committee, review membership to incorporate external partners with specific skills and knowledge that would support the needs of the project.
- Liaising with external agencies, local business & community groups as the representative of the Society and the Ability Links program;
- Maintaining a safe work environment, compliance with the Work Health and Safety standards as expressed in Society's policy and relevant legislation;
- Ensure staff utilize 'Stay Safe' app protocols when carrying out assessments and business engagement;

Quality Assurance and Program Fidelity:

- Take a leadership role in the development of quality practice, including identifying and responding to gaps in program practice and resources;
- Identify and promote new business and/or industry opportunities;
- Participate in quality improvement activities such as audits and surveys;
- Facilitate and support academic and economic evaluation to capture initiative feedback and results;

Staff Supervision:

- Provide sound leadership to the Team Leader and project staff;
- Manage staff recruitment in consultation with the Ability Links Program Manager
- Oversee project induction, stronger together process and performance management
- Providing effective feedback on performance and manage area of concern
- Foster a collaborative and supportive team working environment and encourage cross area participation
- Oversee the use of 'Stay Safe' app protocols when carrying out assessment and business engagement
- Ensure compliance with Society Policies and Procedures including Workplace Health and Safety
- Provide regular supervision to the Team Leader and escalate concerns as per the management process

Strategic Partnerships and Networks:

- Managing relationships with key internal and external partners, including those involved in the 'Demonstration' Project;
- Develop strategic partnerships with LGAs to align the project with local DIAPs;
- Developing relationships with key business networks and stakeholders to promote the project development;

Financial Administration:

- Managing all related financial administration of the project, including planning, monitoring and reporting of the allocated budget and ensuring expenditure is within stated budgetary guidelines and financial delegation policy;
- Develop financial business modeling options for long term sustainability of the project

Monitoring and Evaluation

- Develop a mechanism to monitor and review project outcomes and ensuring appropriate statistical data is collected;
- Provide project reports to the Special Works Manager and Governance Group as required, ensuring they are accurate, comprehensive, of a high standard and submitted in a timely manner.

Policies and Procedures

- Implement the Society's policies and procedures
- Implement the Ability Links program specifications, guidelines and local procedures
- Develop access and inclusion protocols and procedures for business engagement for staff/ assessors working off site
- Develop access and inclusion training resources for assessors

Essential Criteria

- Tertiary qualifications and/or relevant experience in organisational or business related discipline
- Experience in developing, managing and implementing business projects, policies or programs
- Proven organisational, analytical and administrative skills
- Proven communication and stakeholder management skills

- Computer proficiency in using IT systems including Microsoft Office (Word/Excel/PowerPoint)
- Experience in marketing, internal communications, social media or similar expertise
- Capacity to adhere to the mission and ethos of the St Vincent de Paul Society
- Current NSW Drivers Licence and capacity to travel regularly across the Hunter and Central Coast Region

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