

POSITION	LOCATION	REPORTING RELATIONSHIP
Community Initiatives Coordinator	Geraldton	Executive Manager Operations

**ORGANISATIONAL CONTEXT**

Desert Blue Connect Incorporated provides holistic services for women and families which include family violence response, women’s health, crisis accommodation for women and children, rural support services, men’s services and primary prevention.

Our objectives are:

- Research, design, develop, deliver and promote specialist domestic and family violence and health and wellbeing services, that are confidential and appropriate to the needs of women, children and men;
- Provide direct services that are accessible and affordable to the benefit of all women, children and men, provided in a non-discriminatory basis and with a commitment to gender equity principles;
- Provide safe and secure short-term accommodation to women and their associated children who are escaping domestic and family violence or who are at imminent risk of homelessness due to domestic and family violence;
- Enable clients to increase their knowledge, skills and confidence to make informed choices in all areas of their health and wellbeing and develop strategies to enhance their safety;
- Provide prevention and early intervention strategies through comprehensive health promotion, community and health education practices and innovative programs.

**OUR PURPOSE**

To Enrich and Empower the Community.

**OUR VALUES**

**Respect** – We treat each other with respect regardless of status, gender, culture and ability.

**Integrity** – We do what is right, not what is expected.

**Courage** – We have strength and determination to challenge, initiate, educate and prevent.

**Passion** – We use our energy, passion, enthusiasm to drive our purpose and make a difference in the community.

**POSITION OVERVIEW**

The Community Initiatives Coordinator (CIC) reports to the Executive Manager – Operations (EMO) and is part of the

leadership team at Desert Blue Connect. This position is responsible for leading a suite of evidenced based prevention and health promotion programs, curriculum, resources and expertise to support a whole of community approach in the Midwest Region. The CIC supports and is responsible for ensuring the Community Initiatives Team (CIT) collaboratively achieve set Key Performance Indicators (KPI's).

This is a fulltime position, working Monday to Friday, with flexibility to participate in events after hours as required.

## KEY RESPONSIBILITIES

### LEADERSHIP

- Embraces and promotes Desert Blue Connects purpose and values throughout the organisation and the wider community.
- Responds to diversity in a culturally appropriate manner and observe high standards of conduct professionally and ethically relating to family violence practice.
- Lead and engage in activities and behaviours that actively promote the development of a position, organisational and workplace culture in line with the values of the organisation and the expectations of Desert Blue Connects strategic plan.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, integrity and transparency.
- Actively promote the program within the Midwest region.
- Maintain and expand knowledge base, theory and skills through professional development.

### OPERATIONAL

- Managing relationships across the organisation to ensure quality, evidence based program implementation. This will include research, development, resourcing of programs and transfer of knowledge to staff.
- Lead the development of an implementation plan for the program, according to stakeholder needs, and ensure on time, high quality delivery in consultation with all program stakeholders.
- Managing on-time program communication through appropriate channels; ensure programs and resources are up to date and readily available for delivery of programs.
- Providing guidance and monitoring of program-focused activities including mentoring staff and day to day trouble shooting.
- Provide day to day management of the program and coordination of the team including:
  - planning, development and implementation of initiatives;
  - marketing and delivery of all prevention education and health promotion programs, curriculum, resources and expertise;
  - and ensuring equitable and adequate staff workloads.
- In collaboration with the team identify and resource training and professional development for team members.
- Attend to and participate in general planning and human resource matters for the team.
- Ensure compliance with all statutory requirements.
- Prepare reports to funding bodies and assist with acquittals for grants as required.
- Contribute to and assist develop funding submissions with EMO/CEO.

### SERVICE DELIVERY

- Liaise with the Aboriginal Liaison Officer to ensure culturally appropriate community initiatives and alignment to cultural diversity objectives in the Reconciliation Action Plan.
- Ensure excellent, timely and responsive customer service is provided by the team at all times.
- Coordinate, monitor, review and evaluate services delivered and implement recommendations for improvement.
- Collaborate with the team to achieve set Key Performance Indicators (KPIs) within a continuous improvement approach; manage evaluation frameworks and contribute to quality assurance processes.

**RISK MANAGEMENT AND OCCUPATIONAL HEALTH AND SAFETY**

- Ensure effective risk management planning for all events and activities undertaken by the team.
- Responsible for a health and safety in the work place, ensuring that all work practices are carried out in as safe a manner as possible and complies with all organisational policies and procedures and within legislative requirements to minimise the risk to clients, visitors and self.
- Practice self-care strategies and apply safety procedures in all work practices.
- Continually review security and safety systems at Desert Blue Connect premises, managing risks within delegated responsibility and escalating risks as required to EMO/CEO.
- Contribute to the development and management of risk management planning for Desert Blue Connect.

**TEAM WORK**

- Transfer knowledge to team, mentor and ensure they are adequately prepared to deliver programs and knowledge within the community.
- Liaise regularly with other team members within the organisation to foster continuous improvement.
- Participate in the review and evaluation of services, stakeholder feedback and /or client complaints and participate in implementation of recommendations for improvement.

**OTHER**

- Perform additional duties as required by the EMO/CEO.

**KEY OUTCOMES**

**LEADERSHIP**

- Demonstrated effective leadership, as indicated by behavior and performance that is consistent with the purpose and values of Desert Blue Connect.
- Demonstrates a high standard of conduct professionally and ethically.
- Respects diversity and responds to stakeholders in culturally appropriate manner.

**OPERATIONAL**

- Evidence of quality, evidence based programs implemented, including research, development, resourcing of programs and transfer of knowledge to team.
- Evidence of stakeholder engagement and delivery of programs using the whole of community/whole of school approach.
- KPIs are met, or exceeded, and programs delivered are of a high quality, as indicated on stakeholder feedback.
- Evidence of team using a continuous improvement approach to service provision and of contribution to quality assurance process.

- Demonstrated compliance with all statutory requirements.
- Reports for funding bodies are completed accurately, to a high standard and are submitted on time.
- Demonstrated effective day to day management of the program and coordination of the team.
- Evidence of cohesive relationships with team members at all levels of the organisation and within the wider community.
- Evidence of identifying key opportunities, funding opportunities and assistance in development of funding submissions.

**SERVICE DELIVERY**

- Evidence of a strong client focus and commitment to quality service provision.
- Evidence of responding to stakeholder enquiries in a culturally appropriate manner and respecting diversity in a timely and responsive manner to meet client needs.
- Evidence that services are inclusive and provided in a culturally appropriate manner by all team members.
- Frameworks for program evaluations and reporting in place, with results that reveal effective services, areas for improvement and are appropriate for meeting KPIs.

**TEAMWORK**

- Evidence of team using a continuous improvement approach to service provision and of contribution to quality assurance process.
- Evidence of mentoring, transferring knowledge and development of skills of team by sharing research and of own knowledge and expertise.
- Evidence that team members have a clear understanding of set KPIs and collaborative effort to achieve set KPIs.
- Evidence of cohesive relationships with other team members and demonstrates strong interpersonal skills in collaborating with coworkers to provide a high quality service.
- Demonstrated ability to resolve, recommend solutions, participate in and supporting decisions made.

**RISK MANAGEMENT AND OCCUPATIONAL HEALTH AND SAFETY**

- Risk planning, management and compliance systems and process are working effectively.
- Takes responsibility for a health and safety in the work place, ensuring that all work practices are carried out in as safe a manner as possible and complies with all organisational policies and procedures and within legislative requirements to minimise the risk to clients, visitors and self.
- Evidence of practice of self-care strategies and apply safety procedures in all work practices.
- All duties are conducted in line with agreed policies and procedures, relevant legislation and standards to minimise risk to clients, visitors and self.

**ESSENTIAL EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS**

**ESSENTIAL**

- Tertiary qualifications and/or post graduate qualification in Social Science, Health Promotion, Community Development, Education or related discipline.
- Demonstrated working knowledge and experience of community development, education and health promotion principles and concepts.
- Proven experience in program research, planning, design, implementation and evaluation.

- Experience in the development and delivery of professional training including understanding of adult and adolescent learning principles.
- High level interpersonal skills to engage with staff, clients, stakeholders and the broader community in order to develop effective partnerships and working relationships.
- Demonstrated ability to foster and lead, positive change management within an organisation including experience in quality and compliance service delivery.

**DESIRABLE**

- Experience or knowledge of managing government funded programs, and associated reporting & regulatory requirements including Equal Opportunity & Workplace Health and Safety.
- Demonstrated understanding of gender equity frameworks and their use in improving outcomes for women and children.

**OTHER EMPLOYMENT REQUIREMENTS**

- Must hold Australian citizenship, or be a permanent resident of Australia.
- Proficient in the use of technology including email, the internet and Microsoft Office.
- Current drivers licence.
- National Police Clearance and Working with Children Check.

**CEO Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Incumbent Acceptance:** \_\_\_\_\_

**Date:** \_\_\_\_\_