

# POSITION DESCRIPTION



**Position:** Operations Coordinator

**Position Classification Level:** Community Service Worker Classification Level 5 (as per Northside’s Enterprise Agreement)

**Reports to:** Executive Director- Corporate and Client’s Services

## NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

**Vision:** A community where everyone matters and has the opportunity to fulfil their potential.

**Mission:** Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration
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## POSITION OBJECTIVE

Reporting directly to the Executive Director, the Operations Coordinator will be responsible for supporting managers in the strategic operations and ensuring the smooth and efficient running of all operational aspects of Aged Care, Case Management, and Events & Activities programs.

## KEY RESPONSIBILITIES AND DUTIES

- Monitor the performance of program operations, tracking productivity, quality, and efficiency metrics.
- Manage and provide ongoing support, feedback, and training to a team of staff.
- Occasionally provide direct client services consistent with the employee’s skill, competence, and training.
- Ensure that Northside’s operations comply with relevant regulations and laws.
- Identify opportunities for process improvement and implement changes to enhance efficiency and productivity.
- Oversee the development of planned community engagement and social activities and events to fulfill contractual and grant requirements for specific programs and services.
- Support Northside team members and external partners in delivering high-quality activities and events.
- Continuously improve the professional and efficient provision of program services in line with Northside's policies and funding/regulatory requirements.
- Deliver coordination of services and individualised support that is co-designed and in partnership with clients. Ensure clients have all the information they need to make informed decisions about engaging Northside to deliver support services.
- Foster a strong organisational culture that promotes a high level of staff engagement, collaboration, and performance, in consultation with the Executive Director.
- Develop strong working relationships across all levels of Northside.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence, and training.

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- Uphold principles of equity and anti-discrimination in the workplace and comply with organisational and legislative Health, Safety, and Environment requirements.

## KEY SELECTION CRITERIA

1. A minimum of two years' experience in delivering services to the community, including children, older citizens, and people experiencing vulnerability and/or disadvantage.
2. Possess a strong understanding of Aged Care, Case Management and Activities & Events sectors.
3. A demonstrated understanding of and experience with child safety requirements in the ACT, including the ACT Reportable Conduct Scheme, the Working With Vulnerable People system and the National Principles for Child Safe Organisations.
4. Demonstrated experience in responding to urgent requests and operating in a busy work environment.
5. A commitment to improving the engagement of diverse communities, including clients from the LGBTIQ+, Aboriginal & Torres Strait Islander, and Culturally and Linguistically diverse backgrounds.
6. Excellent interpersonal, facilitation, presentation, communication, and consultation skills, including the ability to represent Northside Community Service credibly in any forum, and negotiate, resolve conflicts, liaise and market effectively.
7. Exceptional administrative skills and IT literacy, with proficiency in database management and Microsoft Office as a minimum.
8. A keen eye for detail, adept problem-solving skills, and the ability to multitask effectively.

## QUALIFICATIONS AND/OR TRAINING

- Relevant bachelor's degree (or equivalent) with relevant experience (at least 2 years) in Aged Care, Early Education, Community Services or Case Management; or
- Associate diploma with relevant experience (at least 3 years).

## PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients' or partnership organisations' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Able to work some evenings, weekends & public holidays.

## GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure

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- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			