

## Position Description

<b>Title</b>	Community Relations Coordinator
<b>Business Unit</b>	Employment Services
<b>Location</b>	Victoria
<b>Employment type</b>	Full Time
<b>Reports to</b>	Business Leader

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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### 1. Position purpose

The Community Relations Coordinator will build and maintain relationships with key stakeholders and referring partners to build Uniting's client base across Employment Services.

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### 2. Scope

**Budget:**

Nil

**People:**

Nil

## Position Description

### Community Relations Coordinator

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### 3. Relationships

#### Internal

- All employment services staff
- All Uniting human services
- All support and foundation services staff

#### External

- Employment services providers / job seekers
  - Government funding bodies
  - NDIA / LAC's / Planners / Support Coordinators
  - Schools, TAFE's and Tertiary institutions
  - Health & Community Services
  - Client families and advocates
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### 4. Key responsibility areas

#### Service delivery

- Identifies and assists with proposal submissions for potential business opportunities for Uniting to enhance current programs and positioning
- Builds brand awareness across the regions through media posts, attending community forums and expositions
- Deliver services that comply with relevant funding agreements, accreditation and program standards and are in accordance with relevant legislation, policies and procedures
- Develop and provide innovative services and practices in response to client needs
- Provide support in addressing issues faced by Aboriginal clients through awareness of Aboriginal culture and identity and work collaboratively with Aboriginal communities to achieve positive outcomes
- Generate sustainable work placements for clients across a variety of industries
- Promote services to the community to grow caseload numbers across Victoria
- Work alongside school's / community groups to engage consumers into Uniting NDIS programs
- Responsible for meeting intake targets across regions and ensure consumers meet the relevant funding and eligibility requirements for enrolment into program
- Identify growth opportunities across regions to meet consumer demand and establish new business prospects

#### Building Relationships

- Builds and maintains relationships with key community stakeholders for the purpose of increasing referrals for Uniting's pre-employment and employment services
- Develop and maintain effective relationships with key stakeholders including clients, families, employers, Centrelink, peak bodies, community service organisations, health services, relevant professionals and government officials to provide appropriate wrap around servicing provisions
- Work closely with Uniting Employment services staff to identify businesses / employers who can provide work experience opportunities for clients

## Position Description

### Community Relations Coordinator

#### Professionalism/Teamwork

- Deliver high quality customer service that meets all relevant team performance and outcome indicators, relevant internal and external standards.
- Ensure the delivery of quality outcomes for clients and stakeholders
- Foster collaboration and teamwork within and across programs and services
- Promote and maintain a positive and collaborative work environment

#### Communication

- Effectively communicate with external stakeholders
- Effectively communicate with clients / advocates to determine optimal placement of employment

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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## 5. Performance indicators

- To develop working relationships with Uniting's human services across Victoria and Tasmania that provides a mutually beneficial referral process for connected clients.
- To develop and maintain relationships with key stakeholders to increase consumer numbers across Uniting Employment services.
- To meet monthly targets across specified programs.

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## 6. Person specification

#### Qualifications

- Desirable: Tertiary Qualification in Administration, Marketing, Business, Commerce or Social Sciences
- Essential: Current valid driver's license

#### Experience

- Experience working in a target driven environment
- Proven networking capabilities across schools and community services
- Experience developing and maintaining effective relationships with stakeholders to achieve outcomes

## Position Description Community Relations Coordinator

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
  - Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative, and effective work environment
  - Achieves results: Focused on optimal outcomes for participants
  - Professionalism: Executes day-to-day activities in a positive, friendly, and enthusiastic manner.
  - Culturally Aware: Values diversity as a strength and positively utilises diversity
  - Client Focused: Considerable knowledge of principles and processes for providing a client-centred, strength-based service. This includes setting and meeting quality standards of services, and evaluation of user satisfaction
  - Develops capability: Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.
  - Leadership: Gives frequent and constructive feedback and displays personal commitment to developing others.
  - Communication: Excellent ability to communicate verbally and in writing effectively.
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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: