

POSITION DESCRIPTION

Diversity & Inclusion Traineeship Program Coordinator

ABOUT UNITING

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

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

Your role as Diversity & Inclusion Traineeship Program Coordinator is to inspire and motivate your team, to provide timely, quality and innovative services consistent with performance expectations in an ever-changing environment. You will support the Stakeholder Engagement Manager in delivering the outcomes and meeting the requirements contained in the NDIA Contractual Agreement along with the Uniting and LAC Services Strategic and Operational Plans.

You will mentor and support your team to improve their skills in a work environment and ensure that they are completing their training obligations. Part of your role will be to form partnerships with Hiring Managers across Uniting to ensure that opportunities are made available to the Trainees to experience other Uniting Streams as part of their career goal development.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the LAC Service Area Leadership Team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Stakeholder Engagement Manager to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assess team member performance, set objectives and establish active development plans.
- Understand industry trends and commercial implications, and demonstrate knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensure that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes.
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Diversity & Inclusion Traineeship Program Coordinator your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches
- Demonstrate a deep knowledge and application of the Uniting vision, values, Strategic and Business Plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Enrol and induct Trainees to program completing relevant onboarding and appropriate documentation
- Coordinate and develop quality work placement opportunities for Trainees both internally and externally, establishing effective relationships across Uniting and WorkVentures
- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding the ILC Policy Framework
- Support the Stakeholder Engagement Manager to implement the Uniting and LAC Services Strategic and Operational Plans
- Manage confidential and sensitive information
- Undertake other duties as requested by the Stakeholder Engagement Manager with the general nature and responsibilities of the position

Leadership/Teamwork

- Be an active member of Uniting and the Stakeholder Engagement team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Lead a team of Trainees to ensure they are constantly engaged and connected with each other through a range of communication and leadership styles
- Work as an effective leader including setting objectives, managing performance, and coaching and developing team members
- Manage resources effectively within the team to ensure quality service is delivered safely, efficiently and in line with Uniting policies and procedures (e.g. leave, vehicle use, working safely in the community)
- Lead others in engaging with change constructively

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures as well as relevant government legislation and standards
- Lead your team in alignment with Disability Standards and support quality and safeguarding frameworks including the Uniting Quality Management Policy
- Ensure all activities are conducted and monitored in accordance with the appropriate risk assessments, safeguarding and WHS procedures
- Complete 1:1 Trainee reviews, providing support and monitoring their attendance, work placement and progress against pre-set targets to ensure positive outcomes
- Ensure complaints and incidents are addressed promptly, escalated if required and resolved
- All complaints, incidents and feedback captured accurately in the appropriate Uniting system, and all corrective actions arising from these and other continuous improvement opportunities are applied
- Assist with monitoring and reporting against the NDIA Contractual Agreement
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- Develop and build positive relationships with a range of external agencies to support recruitment and referral of Trainees to the program
- Ensure all placement partners are kept informed on progress of Trainees and that all monitoring and evaluation reports are completed within required timeframes
- Professionally represent Uniting when dealing with all stakeholders

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Ensure resourcefulness and creativity are enabled across the team to allow for innovative solutions to better assist the program
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision-making tools
- Lead your team to ensure that lessons learnt, feedback and review are included in the continuous improvement of work practices

Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Ensure all placement partners are kept informed on progress of Trainees and that all monitoring and evaluation reports are completed within required timeframes
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the Uniting systems

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Stakeholder Engagement Manager

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- NDIS Worker Screening Check
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualification are required for this role.

Experience:

- A minimum of two years' experience supervising a team
- Knowledge and understanding of barriers and obstacles individuals face when moving into employment and training
- Excellent verbal and written communication skills
- Ability to create and build partnerships with external agencies
- Good understanding of equality and diversity and its application in the learning environment
- Ability to empathise with Trainees and also challenge negative behaviours
- Demonstrate self-leadership and utilise your excellent time management skills to meet tight deadlines

Even better:

- A minimum of 12 months' work experience in the community services sector and/or lived experience of disability

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	