

# Position Description

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| <b>Title</b>           | Emergency Relief Coordinator                       |
| <b>Business unit</b>   | Resilient Communities                              |
| <b>Location</b>        | 25-27 Rintoul Street, Morwell                      |
| <b>Employment type</b> | Part Time (0.8 FTE)   Maximum term to 30 June 2025 |
| <b>Reports to</b>      | Manager, Children Youth & Families                 |

## 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 purpose of Emergency Relief Coordinator is to provide coordination of vital emergency relief support and referral pathways. This position will provide support and coordination of the Emergency Relief Agency volunteers and work closely with the Administration Coordinator to ensure smooth delivery of Emergency Relief to meet demand of Consumers.

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## 2. Scope

**Budget:** Nil

**People:** Oversees and instructs Volunteers

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### Emergency Relief Coordinator

### 3. Relationships

#### Internal

- Uniting employees
- Uniting volunteers

#### External

- Local Communities
  - Corporate sponsors / donors
  - Community Service Organisations
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### 4. Key responsibility areas

#### Service delivery

- Ensure the program is conducted in accordance with the relevant service standard and guidelines.
- Provide oversight of referral trends and service demand.
- Oversee the storage and appropriate distribution.
- Work collaboratively with external agencies to ensure appropriate referral pathways are maintained ie: NILS program and external Financial Counselling service.
- Respond to emergency situations as they arise in a manner that is functional, appropriate and in line with Uniting values ie: bushfire relief.
- Provide 'hands on' support to volunteers, clients and other stakeholders as required in ensure immediate client needs are met in a timely manner

#### Volunteer Management

- Provide leadership and direction to volunteers.
- Support the management of ER volunteer staff.
- Undertake rostering to ensure all volunteer roles are filled.
- Ensure that volunteers are adequately supervised and supported whilst on duty.
- Identify relevant training and facilitate delivery of training to volunteers.
- Support a small team of Lead volunteers who will be responsible to ensure continuity of support to clients, critical client information is recorded in client management system and statistical data has been collected for reporting purposes

#### Quality and risk

- Assist collate data for monthly reporting to the funding body
- Ensure all legal obligations and compliance requirements are met.
- Ensure relevant policies and procedures reflect legislative and other regulatory requirements and that they are made available to all staff and are understood and adhered to.
- Report and participate in any investigation of any incident or occurrence that may constitute a breach of any legal or agency requirement.

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### Emergency Relief Coordinator

#### 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.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting’s workforce
    - Based on my ongoing work with another organisation
  - Other duties as directed.
  - Assist with the operation of the switchboard (reception) at peak times.
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## 5. Person specification

### Qualifications

- Relevant tertiary qualification in social welfare or related field
- Satisfactory Police Check and Victorian Working with Children’s Check
- Current Drivers Licence
- Desirable : Picking/Packing Experience

### Experience

- Previous experience in a human services or welfare agency, providing direct client services including assessment of needs, supportive counselling and case management.
- Demonstrated experience working with marginalised and disadvantaged groups
- Demonstrated experience in community development including networking and relationship building
- Experience working independently with minimal supervision, as well as part of a team
- An understanding of financial literacy and resilience

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values

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- **Communication:**
    - Excellent verbal and written communication skills.
    - Strong interpersonal skills including a high level of self-awareness.
    - A willingness to understand client needs and provide solutions that meet and add value to the client.
  - **Team Building:**
    - Commitment to collaborative multi-program and agency work practices.
    - Demonstrated ability to participate in a multi-skilling learning environment.
  - **Service Delivery:**
    - Understanding of Child, Youth and Families Act 2015 and the Best Interest Principles Framework
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## 6. 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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