

Position Description

Title	Consumer Partnerships Coordinator
Business unit	Mission and Equity
Location	Flexible location across Victoria or Tasmania- requirement to travel to Melbourne regularly.
Employment type	Full time (part time negotiable) Maximum term contract – 2 years with potential to extend
Reports to	Consumer Partnerships Manager

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

1. Position purpose

Consumer Partners are people who access Uniting service currently, or in the past, and share their expertise and lived experience for other consumers and carers at Uniting in governance, planning, workforce recruitment and training, service design, evaluation and monitoring, quality improvement, advocacy and public policy, media and marketing, and service delivery.

The Coordinator enables Consumers to share their lived experience with safety and confidence through developing high-quality relationships, facilitation, improving systems and administration. A continuous and iterative improvement approach is taken. The Coordinator demonstrates great role modelling of sharing decision making power with Consumers.

2. Scope

Budget:

nil

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People:

The Coordinator will maintain relationships with a network of Consumer Partners and coordinate with staff across Uniting. The Relationships and Administration Coordinator will have a deeper relationship with up to 40 Consumer Partners.

3. Relationships

Internal

- Consumer Partners
- Consumer Partnerships Steering Group and Resources Working Group members.
- Operational Leaders and staff
- Support Services Leaders and staff – Communications and Volunteer Teams
- Administration team members across Uniting

External

- Other Social Services with Consumer Partnership expertise, community members
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4. Key responsibility areas

Support and apply an evidence-informed implementation approach

- Support the project management of implementation–track progress, coordinate people and resources, measure impact.
- Role model centering a role for Consumers in all work.
- Implement training, coaching, support, guidance, leadership, and encouragement to consumer partners and the workforce.
- Act as a subject matter expert for practice consistent with the Uniting values, the Consumer Partnerships Framework, and ethical and contemporary practice.
- Providing coaching and support to the workforce and consumers on how to design an activity, select an engagement method, evaluate an activity, and provide secondary consultations during the life of the activity.
- Create and support the uptake of resources include guides, policies, forms, marketing and communications material, advocacy, and training content to promote best practice in Consumer Partnerships at Uniting.
- Demonstrate initiative in identifying system and process barriers to meaningful and inclusive partnerships, lead changes and improvements through collaboration with Consumer Partners and the workforce.
- Co-chair the Resources Working Group.

Consumer and Workforce Relationships

- Manage a high volume of complex relationships with Consumer Partners with flexibility, using a trauma informed approach to support current and future Consumer Partners.
- Manage the recruitment, onboarding, and orientation of new Consumer Partners.
- Provide support, guidance, coaching, leadership, encouragement, and training to the workforce and consumer partners.
- Maintain a focus on accessibility and flexibility when partnering with Consumers.
- Be an influential communicator, building effective relationships to create cultural change at Uniting. Work in an innovative and collaborative way with Consumer Partners and the Uniting workforce across the organisation.

Systems and Administration

- Develop and maintain systems and processes for the team.

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- Administer client management systems and office applications including Better Impact, Microsoft Teams, the Consumer Partnerships inbox and calendar, Smartsheets, Coupa, Intranet etc.
- Managing communications to Consumer Partners including the Consumer Partnerships Newsletter, expressions of interest, the Intranet and Internet pages.
- Oversight to Consumer Partner reimbursements.
- Provide support for reporting.
- Develop a project plan outlining the teams' longer-term requirements for a client management system- investigate alternatives.
- Provide a positive initial contact and assistance when receiving enquiries by telephone, email, letter or face to face - provide information, connection and technical support.
- Calendar management for Consumer Partnerships activities.
- Provide support for meetings including invitations, agendas and minutes.
- Provide general administrative support to the team including assisting with team events, supporting finance and HR processes, IT processes and travel logistics.

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.

5. Person specification

Qualifications and Experience

- Relevant tertiary qualification in a business administration related discipline and/or experience in an administration role, or experience.
- An appropriate qualification in any or Project Coordination, Relationships management, governance, and reporting, or experience.
- Achieved or studying for relevant qualification in the community development or social services field – preferred.
- Current or previous lived experience of a social issue (or a Carer for a Consumer) – preferred.
- Understanding of cultural safety and empathy for people with a diverse range of backgrounds- commitment to improving services for Consumers and Consumer rights.
- Ability to provide feedback without bias or judgement.

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- Intermediate skills in Microsoft Teams, Word, Excel, Powerpoint and email.
- Experience providing administrative support (administration assistant/team assistant role).
- Experience in project coordination and supporting multi-disciplinary project teams.
- Experience working in a fast paced, professional environment.
- Experience implementing administration improvement initiatives with minimal supervision.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Implementation:** project management support, ability to understand and make links between systems, coordination, achieves outcomes.
- **Relationship and communication skills:** Ability to relate meaningfully to people and communicate warmly and clearly.
- **Administration and organisation** attention to detail, personal organisation and interest in process.
- **Collaboration and teamwork:** Able to work in a collaborative way with staff and consumers to support practical changes and good consumer participation practice.
- **Professionalism:** Executes day to day activities in a positive, friendly, and enthusiastic manner.
- **Intermediate level Information and Communication Technology skills:** ability to efficiently use a range of technologies to design, develop, and deliver training/coaching solutions, including MS Office (Word, Excel, PowerPoint, Outlook), Internet/email, and video conferencing technologies.

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.