

Program Support Coordinator

<p>About Ardoch</p>	<p><i>Ardoch is a children's education charity focused on improving educational outcomes for children and young people in disadvantaged communities.</i></p> <p>Our mission is to increase engagement in education, build aspirations and enhance learning outcomes for children in disadvantaged communities by:</p> <ul style="list-style-type: none"> • Mobilising volunteers and connecting partners to build the capacity of schools and early years services in these communities; and • Advocating for, and influencing policy change to reduce inequity in education <p>We rely on the support of the community to raise more than \$2 million each year. More than 93 percent of our revenue comes from fundraising efforts.</p> <p>Ardoch's volunteer programs are Award winning and Ardoch was named a 2017 Victorian Finalist (Charity Category) in the Telstra Business Awards.</p>
<p>Vision</p>	<p>Every child's and young person's potential is realised through full participation in education</p>
<p>Values</p>	<ul style="list-style-type: none"> ★ Community - we bring people together ★ Commitment - we seek long term solutions ★ Collaboration - we partner for maximum impact ★ Respect - we listen and we care ★ Accountability - we are open, honest and responsible
<p>Position Title</p>	<p>Program Support Coordinator</p>
<p>Organisational Unit</p>	<p>National Programs Team</p>
<p>Tenure and Hours</p>	<p>37.5 hours per week, permanent Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4.1</p>
<p>Position Objective</p>	<p>This position will support the delivery of Ardoch's award winning volunteer programs. The position will be required to:</p> <ul style="list-style-type: none"> ★ To develop and maintain strong relationships with new and existing partner schools and early years centres ★ To support the research, development, implementation and evaluation of Ardoch programs ★ To support the Child Safety compliance aspects of the volunteer coordination team ★ To place and manage volunteers in Ardoch's Central program
<p>Location</p>	<p>CBD Office: Level 4, 85 Queen Street, Melbourne, VIC, 3000</p>
<p>Reports to</p>	<p>National Programs Manager</p>

Direct Reports	Nil paid staff Manage office volunteers as required
Key Stakeholders	Ardoch staff and volunteers, early childhood centres, schools and alternative education settings, volunteers and potential volunteers.
Performance Measurement	A detailed annual work plan will be developed in line with the Position Description and Ardoch's Annual Operational Plan to measure performance

Position Responsibilities

- 1. Relationship Management and Development including:**
 - ★ Establishing, developing and maintaining strong partnerships with schools and early years services, to deliver Ardoch programs
 - ★ Working collaboratively with Programs Team members to share knowledge and develop best practice approaches
 - ★ Developing strong relationships with key internal stakeholders, including Fundraising & Engagement and Finance & Operations teams
- 2. Program Delivery including:**
 - ★ Working collaboratively with Programs Team colleagues to facilitate the delivery of volunteer programs into early years services and schools
 - ★ Providing local case studies and information to support Ardoch's advocacy and marketing
- 3. Volunteer Coordination including:**
 - ★ Supporting Volunteer Programs Coordinators to recruit and place volunteers in early years services and schools
 - ★ Manage active volunteers based at early years services and schools
 - ★ Providing ongoing support and communication to volunteers to enhance satisfaction, engagement and retention
 - ★ Providing ongoing support and development to staff in early years services, schools and alternative education settings to working effectively with volunteers
- 4. Program Reporting and Evaluation including:**
 - ★ Ensuring accurate and timely data collection for all volunteer program activities
 - ★ Monitoring, evaluating and reporting on programs according to the evaluation framework in collaboration with Programs Team
- 5. Other Duties as Negotiated**

Key Selection Criteria

Ardoch's selection process considers applicants' capabilities, behaviours and skills in order to assess suitability for the role.

Ardoch's Leadership Capability Framework is designed to support Ardoch to achieve its 2025 Strategy by identifying the capabilities needed to replicate, scale, grow and have impact. The Framework directly supports and reinforces Ardoch values. Ardoch recognises that to be successful in our mission-focused environment it is essential for all staff to develop and display leadership skills within the context of their role and sphere of influence.

The Framework contains eight (8) key *capabilities and behaviours* that are expected to be demonstrated at all levels across all roles. These are:

1. **Stakeholder Centricity** – We proactively seek to understand the needs and goals of all our stakeholders and look for mutually beneficial solutions.
2. **Collaboration** – We actively seek the opinions of others to collect diverse perspectives and capitalise on our collective strengths.
3. **Project Leadership** – We set ourselves up for success by ensuring we execute in a planned and structured manner.
4. **Business Acumen** – We look for opportunities to maximise the benefits of every dollar spent.
5. **Drive for Results** – We stay focused and remain accountable for following through on our commitments.
6. **Curiosity** – We constantly look for improvements, in all that we do, and challenge the status quo.
7. **Strategic Thinking** – We take the time to ensure our decisions, big and small, support our goals.
8. **Resilience** – We individually and collectively create a working environment that allows us to work through challenges.

In addition, this position requires the applicant to demonstrate the following *skills*:

Essential:

- ★ Commitment to, understanding of and passion for the vision and work of Ardoch
- ★ Demonstrated success working collaboratively with a diverse range of organisations and stakeholders, including culturally diverse populations and those experiencing disadvantage
- ★ Demonstrated experience working with volunteers
- ★ Demonstrated ability to work independently and as part of a team
- ★ High level of computer, administrative and database management skills
- ★ Excellent written and oral communication skills
- ★ Well-developed interpersonal, consultation, problem solving, negotiation and conflict resolution skills

Desirable:

- ★ Tertiary qualifications at diploma or degree level
- ★ Practical experience working in early years and/or school programs, particularly in disadvantaged settings
- ★ Understanding and knowledge of the Victorian early years learning and development framework and the Victorian Curriculum
- ★ Understanding and knowledge of the Victorian schools' model and policy context

ALL applications should provide examples of how applicants have demonstrated **both** the capabilities and skills required for this position, or through other experiences.

Terms and Conditions of the Employment:

- ★ Uphold Ardoch's Vision, Purpose and Values
- ★ Compliance with Ardoch's Code of Conduct, policies and procedures
- ★ Work to support the enhancement of Ardoch's profile through excellence in program development, communication and service provision
- ★ Attend and participate in regular supervision, relevant training in line with Learning and Development plan, and Ardoch meetings and functions as required
- ★ Undertake all reasonable tasks directed by the CEO and line manager
- ★ Please note disclosure of any pre-existing illness or injury which could reasonably be foreseen to be affected by the work duties described is a requirement. According to Accident Compensation Act, failure to disclose will result in compensation not being paid for that condition.
- ★ Applicants will be required to undertake psychometric testing as part of the selection process.

Benefits of Working for Ardoch

- ★ Making a difference in our community to support the learning and wellbeing of children and young people experiencing disadvantage with like-minded colleagues.
- ★ Five days of designated gifted leave over the course of the year and a day off for your birthday.
- ★ Flexible working arrangements policy, with variations subject to agreement by manager and CEO and considered on the basis of operational requirements
- ★ Salary packaging is available in line with current legislation - Advantage Salary Packaging manages Ardoch employees' salary packaging
- ★ Ardoch has a strong commitment to staff learning and development

Employment Prerequisites

- ★ Ardoch seeks to prevent the risk of exposing children and young people to inappropriate persons and takes all reasonable steps to facilitate and maintain a safe environment for children and all participants in our service.
- ★ Successful Working With Children Check and Criminal History Check are required.
- ★ All employees are responsible for obtaining a Working with Children Check and maintaining its validity

For further information please contact **Adele Stowe-Lindner** on (03) 9537 2414 or adele.stowe-lindner@ardoch.org.au

To apply, please send:

1. A detailed response to the **Key Selection Criteria**, and
2. Your current resume along with three references.

Email: recruitment@ardoch.org.au using the subject line: **Central Program Support Coordinator**

Applications close: 11pm, Monday 28th January 2019

First round interviews are expected to take place on Wednesday 6th February .

Second round interviews are anticipated to take place on 12th February.

Ardoch is a Child Safe Organisation and an Equal Opportunity Employer