



## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	<b>Homeshare Coordinator</b>	<b>Award Classification</b>	<b>SCHADS Award, Level 5</b>
		<b>Employment Status</b>	<b>Part time 0.6FTE – Fixed term Contract</b>
<b>Business Unit</b>	<b>Community Services</b>	<b>Date Created</b>	<b>March 2024</b>
<b>Location</b>	<b>202 Franklin Street</b>	<b>Date Approved</b>	<b>April 2024</b>
<b>Reports To</b>	<b>Manager, Community Programs</b>	<b>Review Date</b>	<b>30 June 2025</b>
2. POSITION CONTEXT			
<b>Organisational Overview</b>	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of The Society is to continue the mission of Jesus Christ.</p> <p>Our core work in SA is to assist people in need and to raise awareness of and advocate against social injustice across the State. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, our 34 Vinnies Centres (shops) and through our Special Works. Special Works include the Vinnies Men's Crisis Centre (VMCC), Vinnies Women's Crisis Centre (VWCC), Fred's Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS), Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and provides support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers, as well as over 125 employees.</p>		
<b>Position Purpose</b>	<p>As the Homeshare Coordinator, you will spearhead the expansion of our program working within the Memorandum of Understanding agreement for this program while exemplifying Vinnies' core values. Your primary objective is to implement, develop, promote, and oversee the Homeshare initiative, ensuring its continual success and establishing a resilient framework for sustained operation well into the future. Your pivotal role revolves around fostering enduring connections and facilitating thriving living arrangements within our community.</p> <p>Key Responsibilities include:</p> <ul style="list-style-type: none"><li>Recruit, interview, and assess potential Householders and Homesharers, ensuring compatibility and suitability for the program.</li><li>Uphold safety standards by minimising hazards in accommodations, implementing emergency plans for matches, and ensuring staff are well-versed in occupational health and safety obligations.</li></ul>		

	<ul style="list-style-type: none"> <li>• Collaborate with management to plan and manage program budgets, providing transparent financial analysis and reporting to optimise resource allocation and maintain accountability.</li> <li>• Maintain confidentiality of records, manage databases, provide administrative support, attend meetings, and spearhead promotional strategies to enhance community engagement with the Homeshare program.</li> <li>• Manage offboarding processes and ensure a smooth transition when necessary.</li> <li>• Drive continuous quality improvement within the Homeshare program, working diligently to achieve set business objectives and enhance the overall effectiveness and efficiency of operations.</li> <li>• Actively participate in ongoing self-development, staying abreast of changes affecting your role while upholding legislative requirements and organisational values to ensure optimal performance.</li> </ul>
<b>Line Management Responsibility</b>	This position reports to the Manager, Community Programs
<b>Key Interactions/ Relationships</b>	<ul style="list-style-type: none"> <li>• General Manager, Community Services.</li> <li>• Homeshare MOU partners; Westside Housing Ltd, Shelter SA</li> <li>• Client Groups</li> <li>• Senior Managers, staff and volunteers</li> <li>• Government Departments and other community service agencies</li> <li>• Homeshare Australia and New Zealand Association Community of Practice</li> </ul>
<b>Authority to Act / Delegations</b>	N/A
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Some occasional intra and interstate travel may be required.</li> <li>• Some out-of-hours work will be required.</li> <li>• Current (Class C) Drivers Licence.</li> <li>• As part of the Society's commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, performance appraisals, and employment health checks upon commencing employment and as requested.</li> </ul>
<b>3. PRIMARY OUTCOMES AND ACCOUNTABILITIES</b>	
<b>KEY RESULT AREA</b>	<b>PERFORMANCE MEASURES</b>
<b>Provision of Support to Clients</b>	<ul style="list-style-type: none"> <li>• Recruit, interview, rigorously vet and assess potential Householder and Homesharers' suitability for the program.</li> <li>• Identify potential Homesharers needs and expectations.</li> <li>• Identify and assess the practical and support needs of Householders.</li> <li>• Coordinate and arrange matches and introductions of Homesharers to Householders.</li> <li>• Provide ongoing monitoring and support to both parties.</li> <li>• Provide support and mediation and conflict resolution to both parties when necessary.</li> <li>• Provide regular support, information and advice to Householders and Homesharers.</li> <li>• Assist with the negotiation of an agreement between the Householder and the Homesharer.</li> <li>• Maintain a safety-first approach to the delivery of this matching service.</li> <li>• Carry out risk assessments and put in place risk mitigation strategies to ensure the safety of participants.</li> </ul>
<b>Builds and Maintains Effective Relationships</b>	<ul style="list-style-type: none"> <li>• Develop and maintain positive working relationships with Society colleagues, stakeholders and diverse groups of people in the wider community, including through employing effective communication strategies.</li> <li>• Respond to all forms of requests for information from stakeholders in a responsive and professional manner.</li> <li>• Develop and maintain positive working relationships with external service providers as required.</li> <li>• Represent the Society and the MOU partners in a positive and professional manner at all times.</li> </ul>

<b>Safety, Emergencies &amp; WHS</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities are conducted safely.</li> <li>• Ensure that the accommodation provided is appropriate and hazards are minimised.</li> <li>• Ensure that Homeshare staff understand their duties, including occupational health and safety obligations.</li> <li>• Develop and implement emergency plans for each match to address potential medical emergencies.</li> <li>• Report hazards, accidents, and unsafe workplace practices.</li> <li>• Assist in conducting workplace WHS inspections/audits and maintain safety-related facilities, resources, equipment, and information.</li> <li>• Support the development and maintenance of workplace health and safety (WHS) best practices.</li> <li>• Adhere to safe work practices, policies, and procedures.</li> <li>• Participate in relevant WHS training programs.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Plan and oversee the annual budgets in collaboration with Management, ensuring alignment with program objectives.</li> <li>• Effectively manage the program's financial resources, including budgeting, forecasting, and monitoring expenditure.</li> <li>• Ensure all activities are conducted within allocated financial resources, seeking approval for significant expenditures outside budget guidelines.</li> <li>• Demonstrate financial analysis and reporting proficiency to inform decision-making and optimise resource allocation.</li> <li>• Collaborate with stakeholders, including Directors of the Board, Management team, donors, and community agencies, to maintain transparency and accountability in financial matters.</li> </ul>
<b>Administration</b>	<p>Provide coordination, management, and day-to-day administration to the Homeshare program by:</p> <ul style="list-style-type: none"> <li>• Maintaining the program's filing systems and ensuring complete confidentiality of all records and information.</li> <li>• Collect and maintain all required data for reporting to funders.</li> <li>• Maintaining a database of potential Homesharers and Householders.</li> <li>• Provide administrative and secretarial support to the People's Panel, as required.</li> <li>• Attend Community of Practice and network meetings as required (some of which may be out of hours) and be responsible for taking minutes and distributing agendas, minutes and other materials as directed.</li> <li>• Work with Management on program development for Homeshare.</li> <li>• Assist in the writing of submissions and reports to government departments as required.</li> <li>• Liaise with relevant senior staff.</li> <li>• Implement Homeshare record keeping.</li> <li>• Initiate public relations and promotional strategies that create a positive response to the concept of Homesharing amongst aged care professionals and the broader community both online and face to face.</li> <li>• Draft brochures, posters, and other promotional material.</li> <li>• Address groups - service providers and potential participants - and attend interviews and liaise with government officers as required.</li> </ul>
<b>Team Management</b>	<ul style="list-style-type: none"> <li>• Identify volunteer roles to support the HomeShare Program, if required.</li> <li>• Assist in the recruitment of HomeShare Program volunteers, as required.</li> <li>• Train, supervise and support HomeShare Program volunteers to achieve key objectives.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Work toward the achievement of the business plan.</li> <li>• Work toward continuous quality improvement within the Homeshare program.</li> <li>• Support and contribute to the development and application of established work procedures, practices, and guidelines.</li> </ul>

<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Actively participate in self-development, ensuring changes that might affect the activities of the job are understood and that legislative and environmental requirements are observed.</li> </ul>
<b>Duties as otherwise required</b>	<ul style="list-style-type: none"> <li>St Vincent de Paul Society is a not-for-profit that aims to take opportunities to maximise the benefit it provides to Companions and to the community. From time to time, this role may require undertaking other duties of a similar level.</li> </ul>
<b>4. POSITION COMPETENCY PROFILE</b>	
<b>TECHNICAL</b>	<b>DESCRIPTION</b>
<b>Administrative Skills</b>	<ul style="list-style-type: none"> <li>Experience in providing responsive and professional administrative support services</li> <li>Highly competent in providing general administrative support services using Microsoft Office.</li> <li>Experience in maintaining database records.</li> </ul>
<b>Organisational Skills</b>	<ul style="list-style-type: none"> <li>Ability to effectively manage multiple complex priorities to achieve results.</li> <li>Equally adept at teamwork and working independently on complex tasks.</li> <li>Strong time management skills and experience in working to specific deadlines and timeframes.</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>Highly developed written and verbal communication skills, with the ability to tailor these to suit different audiences and circumstances.</li> <li>Strong customer service focus.</li> <li>Strong mediation, negotiation, and conflict resolution skills.</li> </ul>
<b>BEHAVIOURAL</b>	<b>DESCRIPTION</b>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>Effectively manages emotions when handling challenging situations.</li> <li>Able to work with limited supervision and direction.</li> <li>Maintain a commitment to professional development.</li> <li>Maintain flexibility in managing work situations, workloads and changing priorities.</li> </ul>
<b>Interpersonal Relations</b>	<ul style="list-style-type: none"> <li>Establishes and maintains effective working relationships with internal and external stakeholders.</li> <li>Works effectively both independently and as part of a team.</li> <li>Applies appropriate discretion and maintains confidentiality in dealing with sensitive and confidential information.</li> <li>Considerate of other views, diplomatic and communicates in a timely, clear, accurate and valuable manner.</li> <li>Practises teamwork and information sharing in the workplace.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Understand the needs of a diverse range of customers and cultures and deliver services that meet these needs.</li> <li>Demonstrate a 'Client-centric' approach.</li> <li>Ensure client feedback and complaints are dealt with promptly and professionally.</li> </ul>
<b>Professional Accountability</b>	<ul style="list-style-type: none"> <li>Is a role model for performing work at a high standard.</li> <li>Accept responsibility for actions and consequences of decisions.</li> </ul>
<b>Ethics and Values</b>	<ul style="list-style-type: none"> <li>Understanding of and commitment to the Ethos, Mission, and Values of the Society.</li> <li>Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld.</li> </ul>
<b>5. OTHER REQUIREMENTS</b>	
<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>Tertiary Qualifications in Social Work, Social Sciences, or health professions.</li> <li>At least 3-5 years' experience in Community Service Program delivery</li> <li>Demonstrated experience in establishing and developing innovative programs.</li> <li>Demonstrated successful experience in the provision of direct services for older people.</li> <li>Track record of creating strong internal and external relationships.</li> <li>Strong administrative skills with excellent attention to detail.</li> <li>Commitment to the mission and values of the Society.</li> </ul>

<b>Desirable Criteria</b>	<ul style="list-style-type: none"><li>• Previous experience in developing, designing, and delivering training programs.</li><li>• Experience in mediation, negotiation, and conflict resolution.</li><li>• Excellent oral and written communication skills.</li><li>• Competent computer skills.</li></ul>
<b>Duties as otherwise required</b>	<ul style="list-style-type: none"><li>• St Vincent de Paul Society is a not for profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may be asked to undertake other duties of a similar level</li></ul>