



**Mercy Connect Ballarat/Bendigo Co-ordinator
Role Description**

(A Mercy Works Project www.mercyworks.org.au)

Reviewed: March 2020

ROLE SPECIFICATIONS

TITLE	Mercy Connect Ballarat/Bendigo Co-ordinator
LOCATION	Bendigo
REPORTS TO	Mercy Works Coordinator of Domestic Projects

GEOGRAPHICAL SCOPE OF THE POSITION

Projects

- Mercy Connect Ballarat/Bendigo project

ROLE RESPONSIBILITIES

1. Understanding and Modelling Mercy Works Mission and Values
2. Participating in the development and implementation of Mercy Works Strategic and Annual Plan objectives
3. Ensuring effective Communication with various Project Partners – example schools and Education Offices
4. Taking initiative and identifying opportunities for developing self professionally
5. Understanding the purpose of the Mercy Connect project and implementing its goals and objectives
6. Identifying the ongoing and future needs of the project and strategically building its capacity
7. Establishing & maintaining relationships with various project partners including the schools and volunteers
8. Assessing and responding to requests both from the volunteers and the Project Partners, for example the schools
9. Preparing regular reports for the Mercy Works Program Committee
10. Ensuring all Project documentation is maintained, updated and filed according to excellent administrative practice
11. Overseeing the financial records of the Mercy Connect Ballarat/Bendigo project
12. Maintaining records manually and electronically
13. Supporting marketing, fundraising and community education/promotion
14. Understanding and ensuring compliance with the requirements of the appropriate statutory bodies, in particular child safeguarding

SKILLS/ABILITIES

EDUCATION/QUALIFICATIONS/TRAINING

- Tertiary qualification in school education (advantageous)

- Ability to organise and present train the trainer sessions in such areas as classroom activities, Child safeguarding and understanding the cultural background of asylum seekers and refugees
- Excellent oral and written communication skills
- Ability to communicate confidently with school leaders
- Confident training and presentation skills

ADMINISTRATIVE EXPERIENCE

- Excellent organisational skills and attention to detail
- Self starter and takes initiative
- Report writing
- IT proficient including microsoft office suite and database management
- Works independently and as part of a team when required and able to lead others
- Excellent negotiation and remediation skills
- Confident problem solving skills
- Confident ability to lead school team meetings.
- Strategic Planning
- Project Planning

WORKING CONDITIONS

- Two days a week or equivalent
- Time in lieu is negotiable

OTHER REQUIREMENTS

- Drivers Licence with access to a car
- Valid Working with Children Check
- Valid National Police Check

• **Purpose: To coordinate and support the Mercy Connect Ballarat Project**

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
<p>1. Understanding and Modelling Mission and Values</p>	<ol style="list-style-type: none"> 1. Understanding the Mercy Works Mission and Values and their expectations/implications for the organisation 2. Ensuring the organisation is meeting identified community needs 3. Supporting the approach to organisational development based upon the Mission and Values of the organisation 4. Supporting programs for staff ownership of Mission and Values 5. Ensuring all decisions are based on the organisation’s Mission and Values 6. Modelling the Values 7. Using the Mission Statement to direct the Strategic Planning. 8. Representing the organisation at appropriate events 	<ul style="list-style-type: none"> • The espoused values are seen in action with both project leaders, teams and internal and implementing partners • Positive feedback is received on leadership style
<p>2. Participating in the development and Monitoring Strategic and Annual Plans for Mercy Works</p>	<ol style="list-style-type: none"> 1. Participating the Mercy Works Strategic Plan and Strategic Priorities for the Annual Plan 2. Participating in generating strategies and establishing Mercy Works Operational Targets to achieve strategic priorities in relation to the Mercy Connect project for the Annual Plan 3. Negotiating the resources to achieve identified goals 4. Participating in implementing strategies and monitoring their progress 5. Overseeing the development, implementation and monitoring of Mercy Connect Ballarat/Bendigo based on the Mercy Works Annual Plan 6. Supporting the Mercy Works Coordinator of Domestic Projects in establishing new services with the Board approval and with the support of appropriate financial authorities 	<ul style="list-style-type: none"> • Mercy Ballarat/Bednigo Connect Annual Plans exist and link with the budget process • Feeding into the strategic and annual planning cycles as required • The work of Mercy Connect Ballarat/Bendigo is aligned with the Vision and Mission of Mercy Works • Mercy Connect Project Ballarat/Bendigo annual priorities maintained and monitored

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
3. Ensuring Effective Communication with Teams and Partners	<ol style="list-style-type: none"> 1. Participating in establishing and maintaining of Mercy Works communication and decision making system 2. Implementing and monitoring the communication and decision making system 3. Establishing and maintaining an effective network of contacts 4. Promoting the service internally and externally 5. Representing the Mercy Connect project at forums to enable networking opportunities in discussion with the Mercy Works Coordinator of Domestic Projects 	<ul style="list-style-type: none"> • Positive feedback is received regarding the quality of the service, leadership style and the effectiveness of communication • Management is represented at major events/forums • Representation on appropriate committees • Feedback from stakeholders indicates that the Mercy Connect Ballarat/Bendigo project is well positioned and making a positive contribution to Mercy Works community
4. Developing Self Professionally	<ol style="list-style-type: none"> 1. Negotiating Role Description with the Mercy Works Coordinator of Domestic Projects 2. Formally seeking feedback on performance from the Manager Domestic Asylum Seeker and Refugee Projects Participating in an Annual Performance Review with the Manager Domestic Asylum Seeker and Refugee Projects 3. Identifying self development opportunities and attending conferences 	<ul style="list-style-type: none"> • A current Role Description exists • Performance Review documentation exists • Self improvement plan is documented • Attendance at organised staff development courses results in demonstrated expertise • Attendance at relevant Conferences
5. Understanding the Project	<ol style="list-style-type: none"> 1. Identifying and documenting the Mercy Connect project. 2. Assessing the status of the Mercy Connect project in dialogue with the Mercy Works Coordinator of Domestic Projects and partners. 	<ul style="list-style-type: none"> • After evaluation changes in the project are made • Documentation up to date and accessible re project.
6. Understanding the needs of the project and partners	<ol style="list-style-type: none"> 1. Reviewing the Mercy Connect project with the Mercy Works Coordinator of Domestic Projects 2. Discussing with project partners CEO, DET, Schools and volunteers regarding their needs 3. Setting priorities with the project partners 	<ul style="list-style-type: none"> • Needs and priorities documented from meetings with stakeholders

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
7. Responding to the needs and building the capacity of the project	<ol style="list-style-type: none"> 1. Determining the most appropriate response required to build the capacity of the volunteers 2. Recruit and train volunteers for Training Workshops and engage with guest speakers for the Mercy Connect Project 3. Accessing the resources and planning the implementation of the training 4. Implement appropriate Training Modules and materials 5. Overseeing and monitoring the placement of volunteers 6. Evaluating the implementation of volunteers into the Schools 7. Overseeing statistics and personnel files on volunteers 	<ul style="list-style-type: none"> • Capacity building plans in place • Evaluations conducted, collated and available • Positive feedback from volunteers regarding their development • Appropriate Training programs are in place. • Sufficient volunteers have been recruited and trained for the Mercy Connect project • Statistics and personnel files are kept on volunteers
8. Identifying future needs of the projects and strategic directions	<ol style="list-style-type: none"> 1. Agreeing with the Mercy Works Coordinator of Domestic Projects upon the local community target groups and the process for identifying their needs 2. Discussing with Manager Domestic Asylum Seeker and Refugee Projects the issues and concerns for the project 3. Drafting the potential future directions and priorities for the project 4. Summarize and collate all the documentation - admin support- from the project to discuss with the Mercy Works Coordinator of Domestic Projects 5. Conducting a strategic review of the current situation and identify the future needs of the areas in which the current project operates 	<ul style="list-style-type: none"> • Draft needs summarized and collated • Positive feedback from the Mercy Works Coordinator of Domestic Projects regarding the needs identification and process • Draft strategic directions documented
9. Establishing & maintaining relationships with implementing partners	<ol style="list-style-type: none"> 1. Identifying partners for the Mercy Connect project 2. Clarifying the roles and identifying the mutual needs with partners 3. Reaching Agreement regarding mutual priorities with each partner 4. Developing and implementing a Meeting / communication plan with each of the partners, including regular newsletters 	<ul style="list-style-type: none"> • Mutual needs, agreements, priorities and project plans agreed and documented • Positive feedback from partners • Constructive, ongoing relationship with partners • Absence of duplication of services

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
10. Assessing and responding to requests	<ol style="list-style-type: none"> 1. Receiving requests for service in schools and discerning an appropriate response 2. Discussing request and determining the appropriate response with with the Mercy Works Coordinator of Domestic Projects in line with Mercy Works and role priorities 3. Communicating response to those who requested. 4. Planning the service to be provided 	<ul style="list-style-type: none"> • Mercy Connect responds realistically and appropriately to requests • Mercy Works image is enhanced
11. Preparing and responding to Program Committee	<ol style="list-style-type: none"> 1. Discussing, preparing and presenting project proposals for the following financial year with the Manager Domestic Asylum Seeker and Refugee Projects 2. Preparing all documentation for the Program Committee 3. Presenting project proposals for the following financial year to the Program Committee 4. Receiving the final decisions re the Mercy Connect project, from the Mercy Works Coordinator of Domestic Projects, following the appraisal of the project and the decision of the Board 	<ul style="list-style-type: none"> • Documentation prepared and presented in a timely manner • Positive feedback from the Mercy Works Coordinator of Domestic Projects following the Program Committee regarding the documentation received
12. Ensuring all Project documentation is in place	<ol style="list-style-type: none"> 1. Identifying and documenting reporting, proposal and evaluation schedules 2. Overseeing the documenting of all School/volunteer agreements 3. Supporting and training volunteers in the documentation requirements 4. Ensuring all documentation is of high quality and produced in the agreed timeframes with the support of administration staff 	<ul style="list-style-type: none"> • Project documentation is available and accessible
13. Overseeing the financial records of the Mercy Connect project	<ol style="list-style-type: none"> 1. Ensuring the development of an Annual budget for the Mercy Connect Project 2. Monitoring expenditure against budget and explaining variances 	<ul style="list-style-type: none"> • Budgets exist for the Mercy Connect Ballarat/Bendigo project • Budget compliance for the Mercy Connect Ballarat/Bendigo project

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
14. Maintaining records manually and electronically	<ol style="list-style-type: none"> 1. Understanding the Mercy Connect records management system 2. Ensuring the records management system is operating efficiently 3. Reviewing the records management system 	<ul style="list-style-type: none"> • An agreed records management system • Positive regarding the provision of documentation
15. Supporting the marketing, funding raising and community education	<ol style="list-style-type: none"> 1. Providing photos to The Bilum magazine and for the Web 2. Providing Mercy Connect Ballarat/Bendigo project information 3. Supporting the Development and Donor Relations Officer and Communications Officer in sourcing promotional material. 	<ul style="list-style-type: none"> • Text and photos & electronic marketing materials provided • Positive feedback from The Bilum Editor
16. Understanding and ensuring compliance with ACFID requirements	<ol style="list-style-type: none"> 1. Understanding and ensuring compliance with the ACFID Code of Conduct 	<ul style="list-style-type: none"> • Positive feedback from the Mercy Works Coordinator of Domestic Projects regarding the support provided to ensure ACFID compliance • The ACFID logo is on all Mercy Connect Ballarat/Bendigo Publications • Various permissions have been obtained as required • The Child Protection Policy is in place and adhered to
17. Reporting to and supporting the Manager Domestic Asylum Seeker and Refugee Projects	<ol style="list-style-type: none"> 1. Agreeing upon a meeting schedule for the year based upon mutual needs 2. Discussing Board requirements and preparing reports for the Program Committee and Board 3. Jointly planning and problem-solving issues relevant to the role 4. Update the Mercy Works Coordinator of Domestic Projects on the progress of the Mercy Connect Ballarat/Bendigo project 5. Discussing and negotiating work priorities with the Mercy Works Coordinator of Domestic Projects 	<ul style="list-style-type: none"> • Meetings occur and are evaluated positively • Effective communication with the Mercy Works Coordinator of Domestic Projects • Evidence of joint problem solving • Positive feedback from the Mercy Works Coordinator of Domestic Projects regarding the quality and timely reports

Mercy Connect Ballarat/Bendigo Coordinator's Signature:

Date:

Executive Director's Signature:

Date: