



# Position Description

## Project Coordinator

Wesley LifeForce  
October 2022

### Agreement

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Signed-Manager

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Signed-Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Project Coordinator

## Wesley LifeForce

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley LifeForce

Established in 1995 as a response to the growing number of suicides in Australia, Wesley LifeForce provides suicide prevention services that educate and empower local communities, supporting people most at risk. Wesley LifeForce takes a comprehensive approach to tackling suicide by working in the areas of prevention, intervention and postvention.

Since 2007, Wesley Mission has partnered with more than 130 communities throughout Australia to develop and maintain Wesley LifeForce Suicide Prevention Networks. These community-based networks address area-specific suicide and wellbeing issues. Wesley acts as a backbone agency, providing seed funding, facilitation, network governance and support in developing strategic community action plans. Wesley LifeForce Networks are owned by the community and tailor activities to address local concerns. The Networks target high-risk populations in all Australian states and territories, including more than 21 which are in Aboriginal or Torres Strait Islander communities.

### 3 Overview of role

The Projects Coordinator is responsible and accountable for the coordination and execution of key projects and reports across a range of Wesley LifeForce suicide prevention programs and activities.

### 4 Relationships

Reports to: The Wesley LifeForce Networks Manager and the Operations Manager.

## 5 Major role responsibilities

### 5.1 Our clients

- Provide leadership, direction and oversight of network operational systems and administrative activities within Wesley LifeForce to ensure that a quality service is provided, in accordance with Wesley Mission's vision and values
- Support the Networks Manager, Wesley LifeForce and Networks staff through the planning and implementation of quality systems to record and report network activities.
- Ensure that network administration tasks are managed efficiently to provide cost effective services.
- Regularly report to and inform the Networks Manager, Wesley LifeForce on key matters relating to systems and administrative operations.
- Provide reports and undertake projects as requested by the Networks manager such as:
  - Weekly Accounts Invoicing
  - Monthly WE&T Reports
  - Monthly CRM Reports
  - Monthly AHA Reports
  - Support Data collection for Health Checks
  - Monthly Team Meetings Coordination
  - Bi Monthly Advisory Committee Engagement
  - Networks Background Reports
  - Updating of GL/ Accounts Lists
  - Ensure P&P and work instructions have been developed across the Branch
  - Support LifeForce projects/ events as necessary: Memorial Services, Conferences etc
- Oversee the maintenance and client engagement of the Wesley LifeForce Online Resource (Yammer), including liaising with other staff, ensuring the site is regularly updated and managed effectively
- Identify key service providers in metropolitan, regional and remote areas and organise the publication of Wesley LifeForce Networks Background Reports as required.
- Support and contribute to the internal and external evaluation components of the networks project, including systems to support evaluation and collection of data.
- Be a strong ambassador for the Wesley LifeForce team.
- Maintain office and workstation in an appropriately neat and tidy state at all times.

### 5.2 Our people (our team)

- Pursue the implementation and maintenance of best practices, policies and procedures
- Handle confidential matters with discretion
- Support key staff with the coordination and organisation of events, including, but not limited to Wesley LifeForce Memorial Services, conferences and forums
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.
- Monitor stationary stock levels, requesting orders as and when required.
- Maintain client relationship management database, in the role of Power User
- Train and support new staff in the purpose and use of the Client Record Management (CRM) system as needed
- Provide ongoing support to other networks staff to ensure accurate and complete record keeping.
- Advise the Networks Manager on matters relating to the networks project.
- Organise meetings, travel and accommodation bookings as required.

- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- document your progress quarterly with your manager using the Employee Contribution and Development template
- Attend all scheduled meetings.
- As directed by the Networks Manager, Wesley LifeForce, perform other duties not inconsistent with the functions of this role.

### **5.3 Our operations**

- Achieve key performance indicators and targets as directed by Networks Manager
- Ensure compliance with contractual funding requirements, regularly reviewing and monitoring progress ensuring:
  - Service delivery requirements are met;
  - Quality assurance standards are met;
  - Reporting requirements are met;
- Good working relationships are fostered with internal and external stakeholders
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates
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### **5.4 Our financials**

- Ensure compliance with contractual funding requirements, regularly reviewing and monitoring progress through liaising with the Networks Manager and the finance team ensuring all invoices are processed each week, and networks seed funding advices are recorded on the CRM
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible..

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley <department name> Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 7 Selection criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relate well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- display emotional maturity and resilience
- a passion for suicide prevention
- flexibility and ability to effectively manage changing priorities and deadlines
- self-motivated with excellent time management

### **Essential skills/knowledge**

- Demonstrated ability to produce high quality written reports and a high level of communication and interpersonal skills
- Demonstrated ability to manage a workload with competing priorities and sometimes short timelines
- High accuracy and attention to detail
- Relevant tertiary qualifications and/or work experience
- Demonstrated ability to liaise effectively and build collaborative working relationships with various stakeholders
- Cultural awareness, sensitivity and an understanding of issues impacting Australian Indigenous societies and culturally and linguistically diverse communities
- A current Driver's Licence
- Proof of up to date vaccination against COVID-19.

### **Desirable skills/knowledge**

- Experience in use of data base, Client Record Management tools and the Microsoft suite of applications
- not for profit or cause related management experience.