



Position Description

Service Hub Coordinator - Taree

Community Hub, Taree

February 2021

Agreement

Signed – Manager

Signed – Employee

Date

Date





Hub Coordinator

Taree

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 servant hood, 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 Community Hub, Taree

The Wesley Community Hub at Taree provides a range of support services to the local community through established funded services, along with referral services. The hub operates on a “no wrong door” principle, where visitors, clients and other individuals can meet to obtain information on support services; receive assistance and to be connected with the right service to help.

The community hub provides an active role in the local community through awareness, fundraising, advocacy and local government lobbying and engagement.

3. Overview of role

The Client Coordinator acts as the key individual to support the delivery of an “end-to-end client experience.”

The role is responsible for:

- Managing the Front of house area of the Taree Hub. Making sure it is operational fully staffed and WHS compliant
- Creating and Managing a roster system of existing staff and recruiting volunteers and specialised staff



- Managing day to day operation of the Taree Hub and participating in or delegating client engagement.
- Managing a Clients Records Management (CRM) system including client data collection, Wesley Mission systems and reporting client progress.
- Developing strong client relationships by being welcoming, engaging and accommodating during the client journey and ensuring staff are also engaged in this process.
- Coordinating with various Wesley Mission services to move and manage client in an “end-to-end” process
- Acting as a lead with Taree staff to promote the community hub concept
- Support community awareness of Wesley Mission services and programs

The role is classified as SCHADS 6.

4. Relationships

Reports to: Operations Manager, Northern Placements
Works with: Program Manager, Out-of-Home-Care, Taree
Program Lead, Disability Employment Services
Case Managers in Wesley Mission services/programs.
Wesley Mission managers – corporate and service delivery.
Member of the local site management team structure.
Wesley Mission “blue shirt” hub staff.
Local Uniting Church members and staff

Key Stakeholders: Local government departments, other service providers, local media, local churches/agencies.

5. Major role responsibilities

5.1 Our clients (those we serve outside the organisation)

- Welcome and engage with clients
- Be able to quickly assess client requirements, including potential mental health issues
- Use Wesley Mission internet/intranet to link client to services
- Match client to Wesley Mission services and/or other local community services
- Establish an agreement and confirmation of client needs
- Introduce client to appropriate Wesley Mission staff (Case Managers) at hub
- Act appropriately in managing any client distress
- Keep ongoing communications with client and follow-up with client
- Obtain and submit feedback on the client journey – assess success and ‘met need’
- Invite client back to Wesley Mission events; invite to become a volunteer
- Uphold clear parameters between this hub function and other Wesley Mission services

5.1.1 Performance Measures

- Client journey feedback
- Client placement rate
- Client health/wellbeing



- Effective interaction with Wesley Mission services

5.2 Our people (our team)

- Actively lead and participate in the Community Hub site leadership team
- Lead and supervise a number of staff related to the Taree Hub front of house
- Work effectively with Wesley Mission local staff in managing client transition to services
- Support in the gathering of timely information and knowledge on local community issues as it pertains to service delivery
- Obtain information and knowledge from Wesley Mission staff on service delivery programs and options
- Oversee and coach local Wesley Mission “blue shirt” staff and volunteers in supporting the community hub concept
- In collaboration with the Operation’s Manager, ensure appropriate coverage for client coordination is in place for the front of the office
- Work effectively in a matrix management reporting structure

5.2.1 Performance Measures

- Effective communication and rapport with managers, program leads and staff
- Effective coverage of client coordination activities
- Effective coaching and leading of “blue shirt” functions
- Contribution to and attendance at all departmental meetings and events

5.3 Our operations

- Effectively manage the Taree Hub and front of house area.
- Support in obtaining local knowledge of community services, including political and social-economic issues
- Support in the building of relationships with local services providers, government agencies, churches
- Obtain and maintain up to date marketing literature for promotion and distribution
- Communicate and abide by the Wesley Mission brand
- Update CRM database with client details
- Effectively use client booking/calendar system
- Provide necessary reports on client information, trends
- Field media inquiries and respond accordingly and within Wesley Mission guidelines

5.3.1 Performance Measures

- Accurate information maintained in the CRM database
- Accurate and timely reports made
- Efficient booking of client meetings
- Positive engagement levels with external local stakeholders
- Continued promotion and recognition of the Wesley Mission brand

5.4 Our financials

- Ensure expenses are managed within established guidelines



- Approve expenses within appropriate delegations

5.4.1 Performance Measures

- Expenses managed within appropriate delegations
- No impropriety



6. Professional responsibilities

- 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
- 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 with a positive can-do attitude
- Relates well to a range of people with sound listening and problem solving skills
- Confident professional with strong initiative
- Displays emotional maturity and resilience
- Self-motivated, diligent and attention to detail
- Personable manner and an effective team player

Essential skills/knowledge

- Strong communication, facilitation, and interpersonal skills
- Networking and influencing skills
- Ability to speak in public
- Skills in handling difficult client situations
- Customer service skills, happy and welcoming
- Empathy and good listening skills
- Skills at managing data, systems and client records (eg CRM)
- Report writing skills, including statistical reporting
- Intermediate to high Microsoft Office skills including Word and Excel
- Strong written and interpersonal communication skills including a capacity to deal with a range of stakeholders across varying levels within and external to the organisation (including local government, businesses, churches, service providers)
- Ability to exercise discretion/confidentiality when handling sensitive information



Qualifications

- Experience working in a not for profit organisation
- Previous experience with social/community services highly regarded
- Cert IV or higher tertiary qualification, in related case management, social work or similar discipline