

Engagement and Support Coordinator

Wesley Mission Home Care

May 2025

Agreement

Signed–Manager

Signed–Employee

Date

Date

Engagement and Support Coordinator Manager’s initials _____ Employee’s initials _____



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:

“A Spirit-led disciple-making movement: doing all the good we can because every life matters”

Out of Christian love and compassion we are driven by Soft Hearts, Open Hands, Sharp Minds and Hard Feet.

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 Home Care

Wesley Home believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

3. Overview of role

The Engagement and Support Coordinator (ESC) plays a pivotal role in ensuring the Home Care workforce feels supported, connected, and empowered to succeed. This position supports end-to-end staff engagement, including onboarding, wellbeing, informal performance support, connection activities, and targeted retention efforts. It actively contributes to a positive employee experience and ensures consistency across regions through collaboration with peer Engagement Officers.

4. Relationships

Reports to: Workforce Planner

5. Major role responsibilities

1. Staff Engagement & Communication

- Build and maintain ongoing positive relationships with support workers across the region.
- Conduct regular wellbeing check-ins to ensure staff feel heard, valued, and supported.

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- Coordinate newsletters, team updates, and recognition messages to promote morale and connection.

2. Onboarding and Induction Support

- Proactively manage and maintain job postings on Seek, job boards, and other recruitment platforms to attract top talent for Wesley Mission Home Care.
- Screen applications and create candidate shortlists.
- Conduct first-round phone interviews to assess candidate suitability and ensure alignment with Wesley Mission's values and service standards.
- Ensure timely and professional communication with all applicants, providing updates and feedback throughout the recruitment process.
- Coordinate and schedule interviews, serving as the lead on interview panels to assess candidate qualifications, experience, and cultural fit.
- Oversee the preparation and distribution of onboarding documentation for new hires, ensuring a seamless and efficient onboarding experience
- Welcome and orient new staff by coordinating pre-start communication, induction checklists, and buddy systems.
- Conduct structured check-ins at 2, 4, and 8 weeks, ensuring new hires feel confident and clear about their role.
- Identify and escalate any onboarding concerns early to ensure smooth transition and role clarity.
- Facilitate pre-employment checks for positions
- Run end to end onboarding process while maintaining employee files and records

3. Training & Knowledge Development

- Deliver short, informal knowledge sessions or "lunch and learn" style events (e.g., documentation tips, self-care, boundaries).
- Coordinate delivery of compliance training in collaboration with Learning & Development.
- Create FAQs or quick guides based on frequently asked staff questions or observed knowledge gaps.

4. Team Engagement & Social Connection

- Organise local, low-cost team engagement initiatives (e.g., morning teas, celebration events, team appreciation drives).
- Encourage peer recognition and highlight positive feedback or achievements.
- Collaborate with Engagement Officers in other regions to ensure a consistent staff experience, sharing templates and planning joint activities where appropriate.

5. Retention Support & Staff Voice

- Monitor workforce sentiment through regular contact and informal feedback loops.
- Coordinate and support implementation of retention initiatives (e.g., staff milestones, loyalty recognition, career pathing referrals).
- Conduct pulse surveys or informal engagement check-ins and analyse trends with leadership to address early signs of dissatisfaction.

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- Offer staff exit interview opportunities and collate themes to inform workforce strategies.

6. Performance & Development Coordination

- Track and support completion of probation check-ins and informal performance conversations.
- Encourage goal setting and refer staff to internal learning or support resources.
- Identify staff who may need additional support and flag early with team leaders or P&C.

7. Administrative & Operational Support

- Maintain current records of staff contact logs, feedback, and communication history.
- Ensure onboarding, engagement, and training data is entered and updated in HRIS or tracking systems.
- Report on trends in staff engagement, satisfaction, and turnover to leadership monthly.
- Equipment support and setup (tablet / mobile phone)
- Tracking and ordering of all PPE

8. Proactive Issue Identification & Escalation

- Act as an early identifier of emerging concerns (e.g. disengagement, work-life balance strain, interpersonal challenges).
- Support informal mediation or debriefs where appropriate, or refer to appropriate leaders or P&C.
- Ensure a psychologically safe feedback environment by creating approachable and consistent communication channels.

5.1.1. Performance measures

• Key Area	• KPI/Measure
• Staff contact frequency	• ≥ 95% of support workers contacted at least once per 3 months
• Onboarding check-ins	• 100% of new hires contacted at 2/4/8 weeks
• Informal training sessions	• ≥ 1 knowledge or learning session delivered per month
• Retention activity support	• Minimum 1 retention initiative or milestone event per quarter
• Exit interviews	• ≥ 75% of exiting staff offered an interview; themes reported monthly
• Engagement surveys	• At least 2 pulse surveys conducted annually; ≥ 85% participation rate

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• Key Area	• KPI/Measure
• Regional collaboration	• Participation in monthly engagement planning meetings with peers
• Record accuracy	• All contact and engagement activity recorded within 5 business days

5.2. Our people (our team)

- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- on a quarterly basis, conduct and document individual meetings and facilitate feedback to Manager to ensure employee satisfaction and performance
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- 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.

5.3. Our operations

- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocate.

5.4. Our financials

- ensure all training are delivered and seek opportunities to minimise expense wherever possible.
- Ensure work practices are within the approved operational budget
- Provide reporting of all completed support workers training

5.4.1. Performance measures

- Ensure all training is scheduled through support workers rosters
- Ensure all staff have necessary equipment and access to systems

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6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Homecare 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 Equal Employment Opportunity (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

- Empathetic and relational with excellent listening and interpersonal skills.
- Self-motivated with a passion for workforce wellbeing and retention.
- Able to identify patterns or trends and respond with practical solutions.
- Comfortable speaking in small groups and facilitating group discussion or learning.
- Skilled in juggling priorities and working independently under general guidance.
- 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
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

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**Essential skills/knowledge**

- Certificate III or IV in Community Services, Human Resources, Business Administration, or similar (or equivalent experience).
- 1–2 years in an employee engagement, coordination, or people-support role.
- Understanding of SCHADS Award conditions, rostering challenges, and support worker experiences.
- Experience in aged care, home care, or disability support services highly desirable.

Desirable skills/knowledge

- for purpose or cause related experience.

Additional Requirements:

- National Police Check
- Public health order vaccinations as COVID-19 Vaccination (as per public health orders)
- Driver's licence (for outreach or regional visits)
- First Aid Certificate (desirable)

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