

SOUTH PERTH OUTREACH INC

JOB DESCRIPTION

Position Title	Life Skills Coordinator
Organisation	South Perth Outreach Inc
Reports to	Chairperson
Date of Document	February 2006

SECTION 1

POSITION SUMMARY

<p><i>Purpose of the Position</i></p> <p><i>Under the direction of the Board of Management, provide quality, professional level, life skills training to persons, irrespective of their race, creed or circumstances</i></p>

SECTION 2

KEY WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
Chairperson	Clients
Board members	Other community groups in the City of South Perth
Volunteers	Local Government bodies
	State and Federal Government

SECTION 3

KEY RESULT AREAS (KRAs) and KEY PERFORMANCE INDICATORS (KPIs)

	KPI
Casework / Counselling sessions	<ul style="list-style-type: none">• No of casework / counselling interactions• Increasing proportion of new to existing clients
Community Development	<ul style="list-style-type: none">• Number of group sessions held and networks established to support clients
Volunteer Management	<ul style="list-style-type: none">• Volunteer numbers and turnover levels• Frequency of meetings with volunteers• Volunteer satisfaction survey results

	<ul style="list-style-type: none"> • Connect with the South Perth Baptist Church to encourage volunteers from within church community
<p>Promotion And Public Relations</p> <p>Participate in networking, awards, profile raising and marketing activity as directed by the Board.</p>	<ul style="list-style-type: none"> • Profile of South Perth Outreach within the South Perth Community • Profile of South Perth Outreach within the South Perth Baptist Church • Number of events, of award recognition of South Perth Outreach by external bodies
<p>Reporting And Quality Assurance</p> <p>Ensure that customer satisfaction measurement occurs</p> <p>Ensure internal reports are prepared in a timely and appropriate manner</p>	<ul style="list-style-type: none"> • Percentage compliance with internal reporting requirements
<p>Service Delivery</p> <p>Ensure service delivery to benchmark standards</p>	<ul style="list-style-type: none"> • Customer satisfaction data
<p>Administration</p>	<ul style="list-style-type: none"> • Prompt preparation of internal and external reports • Client satisfaction data is gathered regularly

SECTION 4:

STATEMENT OF DUTIES

(D, W, M indicates frequency of task)

	D	W	M
<p>1. CASEWORK</p> <p>1.1 Work with families and individuals to enhance their social, academic and life skills through:</p> <ul style="list-style-type: none"> • Facilitation of / or linkage to social support networks which encourage self esteem, growth and development. <p>1.2 Assist families and individuals to deal with crisis through</p> <ul style="list-style-type: none"> • Providing Information and referral to other services for practical assistance • Encouraging and assisting clients to develop skills and confidence to advocate and negotiate on their own behalf 			
<p>2. COMMUNITY DEVELOPMENT</p> <p>2.1. Networking to develop and support community resources</p> <p>2.2. Facilitating and supporting the establishment of groups</p>	D	W	M

<p>2.3. Community education for life skills to enable client group to effectively manage their own lives</p> <p>2.4. Taking part in community information sessions</p> <p>3. VOLUNTEER MANAGEMENT</p> <p>3.1 Selection and training of volunteers as required</p>			
<p>4. ADMINISTRATION</p> <p>4.1 Documentation of issues arising from casework</p> <p>4.2 Submit a report of work activities to the Board on a monthly basis.</p> <p>4.3 Submit fortnightly time sheets to the Chairperson</p> <p>4.4 Maintain up to date confidential client records.</p> <p>4.5 Maintain current resources through networking with other agencies.</p> <p>4.6 Collection of statistical data.</p> <p>4.7 Attendance at supervision session</p> <p>4.8 Attend meetings, seminars and training directly associated with work activities.</p> <p>4.9 Gather client satisfaction information and prepare reports as required.</p>			
<p>This job description will be reviewed at regular intervals and may be adapted to suit changing needs.</p>			

SECTION 4

SELECTION CRITERIA

Essential
<i>Knowledge</i>
Computer literacy
A sound understanding of managerial issues in the human services environment
Professional Credibility within either or more of the health / human services / disability services / community organisations industries at a similar level
First class communication and interpersonal skills
Demonstrated ability to work with volunteers and to foster team work
<i>Experience</i>
Coordination level experience
Experience in working with volunteers
Experience in funding and reporting processes
Experience in managing competing and conflicting demands and parties
Experience and understanding of policy development and implementation
Current "A" Class drivers licence
Desirable
Experience working with families in crisis.
Knowledge of procedures of Government Departments (Homes west, Centre link) And Knowledge of community resources
Computer skills in word processing
Tertiary qualification / experience in social welfare / community work. Relevant qualifications in social science or social service.