

PROGRAM COORDINATOR – LEISURE AND RECREATION

Leisure Networks - *Connecting people with community*

POSITION DETAILS

Position Title:	PROGRAM COORDINATOR – LEISURE AND RECREATION	Position Reports to:	Team Leader, Program Development
Industrial Instrument/s:	Social, Community, Home Care and Disability Services Industry Services Award (“the Award”) and National Employment Standards (NES)	Classification, Status and Hours:	Level 4.1 Full Time
Remuneration:	Commencing \$33.06 per hour plus 9.5% Superannuation plus salary packaging	Location:	This position is based at Leisure Networks Headquarters in Geelong VIC

ABOUT LEISURE NETWORKS

Leisure Networks is a successful community-based non-profit organisation. Our vision is to see *capable, healthy people and inclusive communities* and our mission of *connecting people with community* drives our work. As a registered provider with the National Disability Insurance Scheme (NDIS), we provide a range of services which include;

- Individual and small group disability support programs (weekdays and weekends)
- Support Coordination
- Financial Plan Management

Our disability support programs enable people with a disability to undertake a range of activities within their community. These include fun, recreation and leisure-based activities, skill development programs or travel programs across Victoria or interstate.

Our support coordination teams in Geelong and Melbourne are working individually with people to learn about the NDIS and to assist them to make the most of their new NDIS funding. Financial plan management is a bill paying service for people with an NDIS plan and is undertaken by our experienced finance administrators.

Finally, we work directly with community grass roots sporting clubs. Our role is to support volunteers to ensure they are growing their clubs and that they are inclusive, family friendly environments. Our sport and recreation team also provide programs for young children to be active and healthy.

ABOUT OUR CULTURE

At Leisure Networks our values-based, high performance culture is the foundation for our continued success. At every level our recruitment aims for the “right fit” first, combined with excellence in leadership and technical capabilities. Our flexible, people-orientated employment practices ensure we are an employer of choice attracting friendly, fun and highly motivated employees.

Our values and behaviours create our culture and we express this in our Culture Code. We value being **relevant**, **creative** and **trusted** leaders.

In all our interactions and behaviours we demonstrate these values as we - **deliver** on promises; **show** respect; **have** open, thoughtful communication; **are** always learning and **make** it fun.

POSITION OVERVIEW

The Program Coordinator, Leisure and Recreation is responsible for researching, developing and implementing a program of creative opportunities for people with NDIS funding. These programs provide the opportunity for Leisure Networks customers to enjoy recreational and leisure experiences, both within and outside the state and internationally.

This role works within an already very successful social programs framework, however will extend the reach of Leisure Networks programs across new geographic areas and customer segments including Wyndham.

The position involves having a sound understanding of community development principles, keeping abreast of new ideas and developments across similar sectors and being strongly connected to our customers' needs and feedback.

The Program Coordinator, Leisure and Recreation, will also actively participate in program activities at different times, as a way to gain customer and staff feedback and to test new ideas and approaches.

RESPONSIBILITIES AND ACCOUNTABILITIES

- Lead the coordination of all aspects of Leisure Networks Holidays, Weekends Away and Social Saturday's programs including administration, taking enquiries (phone and in person), planning, budgeting, developing the brochure and website (with Marketing and Comms team), updating Eventbrite and SupportAbility as well as evaluation at end of each program.
- Attend scheduled planning sessions and actively participate with all Group Programs team members in the planning and development of all group programs.
- Assist other Group Programs team members with program coordination as necessary.
- Liaise with Marketing and Comms team to provide a detailed calendar of events and coordinating promotion/marketing of programs in a timely manner to maximize booking capacity for Leisure Networks customers.
- Market scanning for new ideas, opportunities and community activities to develop a program of varied and creative recreation and leisure opportunities.
- Engage customers to actively initiate and respond to feedback about customer preferences and experiences to achieve high levels of customer engagement and satisfaction.
- Address immediately any issues related to poor experience or poor program quality.
- Liaise with Business Operations to ensure all customer bookings have adequate and relevant NDIA funding, completing necessary actions to address any financial risk to the organization prior to an activity occurring.
- Coordinate and develop activity briefings, resources and relevant materials required for the safe and successful delivery of recreation and leisure programs.
- Collaborate with team members to ensure itinerary and scheduled activities are achieving desired outcomes and business development objectives.

- Complete risk assessments for allocated programs and associated activities and alert Team Leader if potential or actual risks are identified.
- Ensure all audio visual materials used to externally market our programs have full customer consent documented and stored on the customer's file.
- Positively engage with Inclusion Support staff to seek continuous feedback and opportunities for refinement and use internal engagement modes (Yammer) to promote, excite and connect all Leisure Networks staff to the programs.
- Regularly communicate with and update customers and stakeholders for the purpose of marketing, increasing word of mouth referrals and continuous program improvement.
- Use Leisure Networks IT systems to remain updated with organisational information and communication about work related issues and document relevant customer and stakeholder information.
- Model and actively engage in building an organisation that strives for excellence in organisational culture and works in a supportive way with all colleagues.
- Abide by Leisure Networks Code of Conduct, trademark behaviours and LN policies and work practices.
- Ensure that management are immediately informed of any customer issues that arise and ensure appropriate reporting mechanisms have been followed.
- Work under general direction from Team Leader, contributing to the development of work methods and setting of outcomes, within the clear objectives of the organisation.
- Provide administrative support to Team Leader as required.
- Set outcomes and further develop work methods where general work procedures are not defined.
- Exercise judgement and contribute critical knowledge and skills where procedures are not clearly defined.

ORGANISATIONAL RELATIONSHIPS

Position Reports To	Team Leader, Program Development
Reporting to this Position	N/A
Internal Relationships	All staff at Leisure Networks including Leadership Team, Managers, Team Leaders and Support Workers
External Relationships	Leisure Networks customers and their significant others, external service providers, sector networks and community organisations

COMPETENCIES – HOW WE DO OUR WORK AT LEISURE NETWORKS

Accountable and Committed - <i>I deliver on promises and I am committed to my work and to LN. I hold myself and others accountable. I own my decisions and my actions.</i>
Collaborates - <i>I work collaboratively with others to meet shared objectives.</i>
Communicates Effectively - <i>I provide a clear message that is understood by everyone and it is always open and thoughtful.</i>
Culturally and Emotionally Intelligent - <i>I am open and comfortable, I understand myself and others and cultivate strong relationships.</i>
Customer Focussed- <i>I build strong customer relationships and deliver customer focussed solutions. #relevant #trusted</i>
Innovation and Improvement - <i>I create new and better ways for LN to be successful. #creative</i>

Growth and Resilience - <i>I demonstrate courage, growth and resilience in myself and cultivate it in others. #vitality</i>
Handles Ambiguity - <i>I can operate effectively, even when things are not certain, or the way forward is not clear.</i>
Strategic Leadership - <i>I align my purpose, work and actions to LN's strategy.</i>

“YOU HAVE!”

Key Selection Criteria
1. Extensive experience in the design, planning, delivery and evaluation of community programs and events such as group social programs, skill building programs, capacity building programs and weekends away.
2. Experiencing in coordinating program staff to maximise program quality and customer experience and to minimise and mitigate risks.
3. Proven ability to scope and engage with organisational stakeholders and diverse customers to ensure that programs align to customer interests, goals and values.
4. Experience in the communication and marketing of events and programs including the proven ability to drive the use of digital platforms to engage different audiences.
5. Proven high level organisational skills including experience in roles where managing multiple tasks concurrently, highly developed time management skills, and attention to detail have been critical to success.
6. Effective communication skills, written and verbal, with the ability to adapt style, demonstrating an awareness of self and others (strong emotional intelligence).
7. Exceptional customer service skills.

“YOU MIGHT ALSO HAVE!”

Key Selection Criteria
8. Experience and/or knowledge of disability and the NDIS would be an advantage, however not essential.
9. Qualifications in a relevant field and/or significant professional experience in Event Planning & Management, Communication & Marketing and/or Community Development.
10. Experience working within a highly collaborative, flexible environment across diverse program areas.
11. Experience working in a customer focused environment where customers input drives program design and delivery.

Other Requirements (eg. Qualifications, Licences, etc.)
Current nationally recognised police check
Current Working with Children check
Necessary checks regarding the Disability Worker Exclusion Scheme

HEALTH, SAFETY AND WELL BEING

Complies with Leisure Networks OHS&WB policies and procedures and cooperates and participates with activities (such as meetings or training) as undertaken by Leisure Networks to comply with OH&S and environmental legislation. Takes reasonable care for the safety of his/her own health as well as others who may be affected by their conduct in the workplace and does not willfully place at risk the health or safety of any person in the workplace or interfere with or misuse anything provided in the interest of environmental health and safety or welfare. Alert Team Leader/Manager immediately if there are any potential or actual safety concerns to self or others.

DECLARATION

I acknowledge that I have read and understood this Position Description which forms part of my Employment Contract from the date of issue. I accept that the Position Description may need amending and updating from time to time due to change in responsibilities and organisational requirements;

NAME

(SIGNATURE)

DATE

***Leisure Networks commits to being a Child Safe organisation.
Our Code of Conduct, relevant policies and processes ensures this is a priority especially during recruitment.***