

<b>Position Title:</b>	26TEN Community Coordinator
<b>Reports to:</b>	Family & Community Services Program Manager
<b>Location/Business Unit:</b>	Clarence Plains
<b>Award:</b>	Social, Community, Home Care and Disability Services Award SCHADS Award (2010)
<b>Classification:</b>	Level 5.1

---

### **Continuing our Legacy**

Hobart City Mission (HCM) has been serving the people of Southern Tasmania since its establishment in 1852. This has only been made possible through the generosity of our supporters and volunteers.

HCM was the first City Mission in Australia and is the third oldest Mission in the world. HCM offers assistance to those who need it most, in the Southern Tasmanian community, by providing emotional, physical and financial support and guidance. We pride ourselves on developing innovative programs and services that empower people and enable them to participate in community life with a sense of dignity, purpose and self-reliance.

### **Contributing to our Work Environment**

HCM's work environment is centred around team work. We work as a collective to provide support and assistance to those in need in our local community, whilst supporting one another in our respective roles. We respect each other, our differences, our uniqueness and we are proud to be part of an organisation that brings people together to support those in need.

### **Demonstrating Our Values**

You will be **honest**, ethical and transparent, building trust and positive relationships with clients, your **team**, and other employees across HCM.

You will be **innovative and passionate** and excited to be part of the HCM team who have a long proud history of providing solutions where none seem to exist, to assist those in need. We are inspired to assist those in need, regardless of circumstance and stature.

We will **respect** you, so you will **respect yourself and your team**. We work together as a professional **team** to accomplish great outcomes for our clients.

### **Position Overview**

As part of a collective impact model between Hobart City Mission and One Community Together, the 26TEN Community Coordinator will be responsible for delivering a community designed and led project that supports adults in the Clarence Plains area to lift their literacy and numeracy skills through the 26TEN Communities program so they can fully participate in work and life.

You will support local leaders, identify needs in the community and create opportunities to improve skills, mobilise new and existing resources in a strategic way as well as building a workforce of literary practitioners, including volunteers, to provide community members with support where they live and work.

## **Key Functions**

### **Clarence Plains Community**

Ensure the literacy program is delivered to the community members as follows:

- Support community members to participate in the program, by building strong relationships and trust
- Provide project management and administrative support including coordinating the project, facilitating community engagement, developing partnerships, increasing community connections and building toward positive outcomes
- Focus on organising and delivering literacy and numeracy programs tailored for caregivers of school-aged children in the Clarence Plains community
- Build, develop and maintain connections and credibility within the Clarence Plains area with community members and other key stakeholders
- Provide encouragement, assistance and supervision to community members in their recreation and leisure activities to promote physical and social participation in community life

### **Build community engagement, partnerships and ownership.**

- Promoting the value of Language, Literacy and Numeracy (LLN) and lifelong learning
- Working with key community contacts to build and facilitate a network of local LLN tutors
- Providing information about availability of LLN support within community hubs, clubs and services
- Promoting plain English within local organisations
- Promoting 26TEN grants amongst businesses
- Promoting the 26TEN program amongst local businesses, clubs and organisations to increase network membership
- Developing a protocol to improve communication between Hobart City Mission, One Community Together and other agencies that provides support and reduce gaps or duplication in services.

### **Team Work**

- Work with colleagues in a supportive and cooperative manner
- Liaise and communicate with other team members in the interests of achieving a consistent approach for the community members
- Actively contribute to the team environment through open communication, participation in regular staff/community meetings and planning processes
- Provide back up and support to other staff as required

## **Administrative/Reporting**

Ensure excellent administration practices and reporting as follows:

- Applying best practice principles to achieve approved scope, on time and within budget.
- Establishing effective project governance, processes and systems
- Project planning and scheduling, including producing a detailed project plan with KPIs.
- Preparing content and updates for organisational reports.
- Implementing, evaluating and continuously improving quality systems and processes.
- Maintain accurate and up to date case notes on community members
- Ensure completion of appropriate documentation in accordance with OCT/HCM requirements
- Maintain up to date knowledge of community member needs and progress
- Undertake work in accordance with OCT/HCM policies and procedures
- Comply with all relevant legislation and codes of conduct

## **Work Place Health and Safety**

- Ensure that all activities and behaviours are carried out with due diligence and care for personal safety and the safety of community members, colleagues and other service providers you may come in contact with in the course of your work
- Maintain up to date knowledge of HCM work health and safety (WHS) requirements and participate in mandatory WHS training

## **Skills/Qualifications**

You will be persistent, resilient, approachable and act with positive purpose towards good client outcomes. You will also demonstrate the following:

- Tertiary qualification in a related field with 2 years relevant experience
- Demonstrated understanding of adult literacy and numeracy and associated issues as well as knowledge of and ability to apply the Australian Core Skills Framework (or ability to quickly gain this knowledge)
- Excellent problem-solving skills
- Excellent time management and organisation skills
- Excellent knowledge of Microsoft office products (Word/Excel/Outlook)
- Excellent interpersonal skills, building positive relationships with community members, other services and across the organisation

## **Key Selection Criteria – Demonstrated Experience**

- **Demonstrated ability to meet the above skills/qualifications/experience**
- Demonstrated high levels of professionalism, honesty and integrity
- Demonstrated ability to work positively with HCM values
- Demonstrated passion and attitude towards community members

- Possess high level planning, project management, report writing and evaluation skills to implement the 26TEN literacy program
- Current police check (less than 6 months old) and Tasmanian Working with Vulnerable People Registration, or ability to acquire
- Current Tasmanian Driver's License (preferred)

## Further Information : 26TEN Literacy Project Officer

### About 26TEN

- 26TEN focusses on improving the literacy and numeracy skills of Tasmanians
- They make sure people know where to go for help as well as providing support to businesses, community groups and governments to make sure people have the reading, writing, numeracy and communication skills they need
- 26TEN has grants to assist organisations and communities to put programs in place for the community to assist in improving the literacy and numeracy skills – this position is funded through a grant from 26TEN

### About One Community Together (OCT)

- One Community Together was developed almost 6 years ago and is a group of committed residents, community groups and service providers
- Together, all of these people work together with and for the local community to create positive change
- OCT covers an area known as Clarence Plains which includes the communities of Clarendon Vale, Glebe Hill, Oakdowns and Rokeby
- One Community Together has a main Steering Committee, but also has Focus Teams. These align to what residents said they wanted to focus on. One of these is Work & Learning, which has the most to do with this position
- While most of the work done by OCT is shared around residents and organisations, recently funding was won to provide a backbone service. This service is provided by Hobart City Mission and covers a crucial administration role for the group

### About the Position

- Hobart City Mission will directly employ this person, however they will be located at the Clarence Plains Child & Family Centre with general supervision provided by the Centre Leader
- Hobart City Mission and the Child & Family Centre will work together to provide support to both the project and the position
- The position requires contact with a wide range of organisations, community groups and residents across Clarence Plains

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my manager/supervisor.

**Employee Name:** \_\_\_\_\_

**Employee signature:** \_\_\_\_\_

**Managers Name:** \_\_\_\_\_

**Managers signature:** \_\_\_\_\_

**Dated:**