



Link Wentworth

Providing homes, building futures.

POSITION DESCRIPTION

Position Title	Community Programs Coordinator (Aboriginal and/or Torres Strait Islander Identified)
Team	Community Programs
Reports To	Team Leader, Community Programs
Updated	March 2024

1. Position Summary

The Community Programs Officer (Aboriginal and/or Torres Strait Islander Identified) is required to work closely with all teams in Link Wentworth to ensure project and programs are progress, successfully implemented and tracked inline within the project scope and budget.

This role plays an important part in Community Development with a key focus being on building strong partnerships that support community connection and health and wellbeing. This role needs to have great interpersonal and communications skills. This person will have the ability to share information between internal and external stakeholders which include but are not limited to Link Wentworth colleagues and the resident population.

This role has a strong focus on cultivating awareness and coordinating a range of partnerships, supports and services Link Wentworth can provide the Aboriginal and/or Torres Strait Islander community and other Link Wentworth client groups.

2. Job Dimension

This role reports to the Team Leader, Community Programs and has no direct reports.

This role works closely with external stakeholders, Link Wentworth teams and all areas of the business. This is a hands-on operational role within Link Wentworth delivering the outcomes outlined above.

This role has coverage under the Social, Community, Home Care and Disability Services Industry Award 2010, Level 5.

This role's delegation is per the 'Other' legend of the Financial Delegation Manual.

3. Relationships

Internal

- Tenancy Team
- Assets Team
- Access & Customer Support
- Broader Community Outcomes & Impact team
- Communications Team

External

- Link Wentworth tenants
- Aboriginal communities of Northern Sydney, Western Sydney, and Nepean Blue Mountains (NBM)
- Local councils, governments, community centres and other community services
- External stakeholders including neighbours of tenants, landlords, real estate, potential tenants, and applicants



4. Major Accountabilities

Key Accountabilities	Key Activities
<p>1. Support Link Wentworth to achieve its strategic goals by developing and implementing the Community Outcomes & Impact strategy and programs in consultation with the business</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Supporting, implementing, monitoring, and evaluating projects and programs • Supporting and implementing the Community & Place Plan, other strategic plan, and action plan. • Supporting and implementing Indigenous development programs • Support the delivery of the action plan on the community and partnerships development strategy
<p>2. Ensure Link Wentworth’s project and programs are fit for purpose, relevant and meet the needs of our client base by analysing data collated from community profiles and feedback received through tenant engagement practices</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Undertaking regular analysis of the Link Wentworth resident population including utilising Power BI • Organising and managing regular meetings with Indigenous residents, support providers and stakeholders to discuss progress on projects and programs • Engaging with employees, support providers and relevant stakeholders to identify needs to ensure effective marketing and targeting of appropriate Indigenous residents • Ensuring that Link Wentworth’s community development principles are utilised to ensure that programs, partnerships, facilities and plans are responsive to address the needs of our residents and the community • Completing community profiling activities as required • Conducting planning days and other consultation processes to get Indigenous tenant involvement in the development of activities • Completing Briefing Note, Project Scope, Budget Spreadsheet and other project management specific requirements
<p>3. Develop and implement community programs that empower tenants, and gives them the tools, resources, and skills to maintain their tenancies and become active and valuable members of their community</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Partnering with other organisations who provide services to support our Indigenous tenants’ development and record success • Developing and implementing programs around pathways to employment, financial inclusion, health, and independent living • Ensuring that programs are compliant and alignment with government and sector-wide goals
<p>4. Drive engagement by developing and implementing activities and programs that</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Working closely with Tenancy Managers and the



<p>encourage and promote tenant participation</p>	<p>Sustainable Tenancies team in their portfolio activities to ensure effective promotion and participation</p> <ul style="list-style-type: none"> • Tenant Advisory Group facilitation/consultation • Resident Group facilitation/consultation • Hosting and planning Community days
<p>5. Support Link Wentworth to continuously improve the quality of services provided to clients by measuring and analysing tenant feedback and communicating and reporting on the results and outcomes to the business to aid decision making and service improvements</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Developing SMART community programs outcome KPIs • Monitoring, evaluating, and reviewing the success of community programs KPIs • Driving continuous improvement and innovation in program delivery including implementing evidence-based frameworks to measure program outcomes • Reporting on outcomes of programs to both internal and external stakeholders • Conducting all activities in accordance with the quality and safety management system
<p>6. Support the long-term sustainability and growth of Link Wentworth's community outcomes and impact strategy by identifying opportunities to increase our services and applying for funding from philanthropic sources and local, state and federal government and contributing to larger tenders and EOIs.</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Using available data to identify suitable projects/ programs to improve service provision • Preparing funding and grant applications • Leading on the planning and implementation of projects to spend grant monies • Preparing project management plan, reports, outcomes, etc. for tenders and EOIs
<p>7. Ensure that Link Wentworth meets its financial goals and targets by ensuring the community outcomes plans and programs are prepared with appropriate budget forecasting and monitoring and reporting on adherence to these budgets</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Reporting on the budget to the Head of Community Outcomes & Impact • Analysing and approving relevant invoices from suppliers and providers • Ensuring value for money and good practices around the selection and use of products and services
<p>8. Increase the level of client-focused activity offered to our tenants and communities by developing and maintaining relationships with support providers and relevant community groups</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Renewal and management of current arrangements • Developing new partnerships to offer opportunities to Indigenous tenants and their communities • Co-lead on Link Wentworth education and skills programs Working closely with new partners to develop and sign off Service Level Agreements (or similar) • Ensuring that any new partners, programs and/or projects



	are communicated effectively to Link Wentworth staff and residents working closely with and marketing and communications
9. Support Head of Community Outcomes & Impact to raise the profile and influence of Link Wentworth through actively participating in networking events and forums, using social media and being an active member of the community housing sector	This may include, but is not limited to: <ul style="list-style-type: none">• Attending and speak at relevant forums and conferences• Supporting the completion of award nominations to raise Link Wentworth’s profile and reputation• Submitting nominations for Link Wentworth in regard to community engagement; community development; tenant engagement awards• Promoting our programs to internal and external stakeholders



5. Link Wentworth Key Competencies

Business sustainability: Considers the organisation and its ongoing sustainability in all business dealings and work practices. Ensures financial, social and environmentally responsible decision making and works within the relevant safety and compliance frameworks.

- Understands the outcome/deliverable and works to achieve it
- Identifies problems and works to resolve them
- Ensures data collection and entry is accurate and complete
- Takes accountability and follows through to completion
- Organised and structured and effectively manages and uses time
- Highly proficient in use of technology and systems for their role

Personal and professional excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for the delivery of work outcomes with efficiency, professionalism, and integrity. Demonstrates a commitment to personal development and works collaboratively to ensure best outcomes are achieved.

- Able to reflect with a view to improving self and assists others to do the same
- Seeks and identifies new ways and approaches
- Comfortable to suggest improvements to how we work and do things
- Upholds and models the organisation's values
- Willing to participate and get involved in our organisational life and culture
- Respectful and considerate of others at all times in words, thoughts and actions
- Develops personal strategies to stay resilient
- Reports and calls out inappropriate behaviours

Operational excellence: Ensures best practice outcomes for customers and the organisation through the use of core business systems and practices including change management, project management, and the use of technology and adhering to and improving workplace policies and procedures.

- Open to and adjusts to new ways of working and operating
- Resilient in a changing environment
- Responds positively to organisational change
- Supports peers through change
- Displays empathy and understands trauma informed practice
- Understands social issues, causes and impacts
- Supports the organisation in addressing social impacts on our customers

Service excellence: Keeps customers (internal and external) as the focal point of all activity. Actively engages customers through excellent service and maintaining a commitment to tenant engagement, consultation, and continual improvement.

- Engages with and has a genuine interest in the customer
- Listens, acknowledges, understands, and responds to customer needs
- Takes personal accountability to achieve resolution

Core competencies: Core competencies are a set of skills that are essential for the effective delivery of all work at Link Wentworth. All employees working at Link Wentworth must demonstrate as a minimum these competencies and continually develop these skills at a level relevant to their role.

- Establishes rapport and engages with others
- Actively listens to understand
- Adapts and adjusts communication style to the situation
- Aware of the needs to adapt to cultural subtleties and preferences
- Willing to share information, knowledge, and thoughts with others
- Understands, respects, and accepts others' perspectives and contributions
- Can find commonality with others to achieve a shared goal

6. Qualifications & Experience

- Relevant tertiary qualification in Community Development , or Events/ Project management or
- At least three (3) years' experience in relationship management and/or community development, engagement, and sustainment
- Prior experience in the community housing sector or other relevant human services sector is desirable
- Prior experience in Project Management is desirable

7. Personal Attributes

- Excellent oral and written communication skills including high proficiency in using Microsoft Office, presentation skills and preparation of written documents such as reports and proposals
- Ability to plan, organise and coordinate to a high standard
- High level problem solving and analytical skills
- Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders
- Ability to work independently and as part of a team to achieve organisational objectives
- Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others

8. Other Specific Requirements

- A commitment to the ethos of social and affordable housing
- A commitment to social justice and social inclusion
- A commitment to Link Wentworth's values of Customer Focus, Respect, Integrity, Compassion & Ambition
- A valid National Police Check (less than six (6) months old) to the satisfaction of Link Wentworth
- At least two (2) COVID-19 vaccinations, meaning, having received the primary course of an Australian Government approved COVID-19 vaccination
- A current driver's licence valid in the state of NSW
- This is an Aboriginal and/or Torres Strait Islander Identified role. Therefore, successful applicants must identify as Aboriginal and/or Torres Strait Islander

9. Verification

This section verifies that the position holder has read and understood the attached position description.

Position Holder Name: _____

Date: _____

Signature: _____