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## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Program Coordinator
<b>THE ORGANISATION</b>	Established in 1987, Out Doors Inc is a community based mental health service providing a range of programs for people with mental illness and their carers. Its mission is to provide challenging approaches to better mental health by assisting people to get “out the door” and to participate in the life of their community. Appendices 1 and 2 provide further information.
<b>POSITION SUMMARY</b>	The incumbent’s main functions are to coordinate a range of complex outdoor adventure education, respite and recreation programs for people living with a mental illness. All activities are undertaken within the parameters of the Out Doors Inc Strategic Plan.
<b>TENURE</b>	Confirmation of appointment is conditional on a satisfactory police check. Tenure is ongoing, subject to satisfactory completion of a six-month probationary period and continuing funding.
<b>HOURS</b>	30.4 hours per week Monday to Friday.  The incumbent will be expected to participate in activities including trips (up to five days in length), weekend and single-day activities. The incumbent is expected to be available on an On Call roster to provide telephone assistance overnight as required.
<b>AWARD</b>	The Out Doors Inc. Certified Agreement 2000 in conjunction with the Social, Community, Home Care and Disability Services Industry Award 2010.
<b>CLASSIFICATION</b>	Social and Community Services Level 5
<b>REPORTING RELATIONSHIPS</b>	Reports to the Programs Manager or other person nominated by the CEO.

## **Key Result Areas**

1. Plan, develop and implement complex quality programs in a manner which demonstrates responsiveness to the needs and requirements of program participants and their carers.
2. Seek partnership and funding opportunities in line with Out Doors Inc strategic direction.
3. Exercise high level of interpersonal skills in supervision and performance development of sessional staff, volunteers and students.
4. Maintains a high standard of administrative efficiency and accountability.
5. Contributes to the overall development of Out Doors Inc.

## **Position responsibilities**

### **1. Program planning, development and implementation**

- Receive referrals and activity bookings from prospective participants, carers and other referral sources. Ensure all necessary documentation is completed for each participant, in accordance with the Program's guidelines and related standards.
- Develop diverse complex programs within the breadth of the incumbents' training and expertise to meet the needs and interest of each participant; thus select, plan, coordinate, implement, evaluate and document. Organize resources associated with the program (the booking and hire of accommodation, transport, equipment and other appropriate resources) within the allocated budget.
- Ensure procedures used are in accord with referral protocols and agreements with other agencies, and with the philosophy, policies and procedures of Out Doors Inc.
- Provide telephone/email advice to participants, carers, agencies and other key stakeholders.
- Undertake analysis/design on a regular basis to determine gaps/improvements in service delivery. Evaluation of programs are crucial in supporting this analysis.
- All duties to be undertaken within the knowledge of procedures, guidelines and statutory requirements relevant to service delivery and the organisation.

### **2. Networking**

- Liaise with community groups and stakeholders to identify needs and undertake initiatives within key areas.
- Develop rapport with diverse communities as identified in the Strategic Plan (e.g. CALD, seniors, youth, Aboriginal, etc.)
- Identify, engage and monitor partnership and funding opportunities that complement Out Doors strategic direction.

### **3. Supervision of sessional staff, volunteers and students**

- Exercise high level of interpersonal skills, professional judgement and initiative in supervising staff, volunteers and students.
- Ensure relevant acts, legislation, standards and Out Doors policies and procedures are adhered to in all dealings with sessional staff, volunteers and students. Ensure that staff participate in pre and post program/activity briefings in order to maintain continuous improvement (including risk minimisation) and quality services responsive to the changing needs of the group.

### **4. Administration**

- Ensure that participant's files including case notes are up to date, pre and post program planning and delivery and report any mental or physical variances to Intake and Assessment Coordinator and/or management. Collect and accurately record all participant program statistics within deadlines and established outcomes to achieve organisational goals.
- Where requested by management, assist with recruitment and training. Contribute to the preparation of reports for Out Doors Inc. and funding requirements as requested.
- In accordance with the organisation's financial guidelines, carry out all required financial functions within the scope and boundaries of this position.
- Participate and engage in procurement and preparation of program budget development as approved by the Programs Manager.

### **5. Organisational Involvement**

- Report, in a timely manner, any issues adversely affecting work capacity or work satisfaction, for which assistance in resolving is required.
- Attend, coordinate and participate in staff meetings, events, staff development and appraisal; evaluation and planning processes of the organisation as determined.
- Maintain organisational resources and equipment to meet legislative and industry standards as outlined in Out Doors Inc. policies.
- Undertake duties in relation to the development and review of policies and procedures in discussion with management.
- Undertake promotional assignments within the framework of the organisations publicity and promotions program. This includes but not limited to publications, design and layout of flyers/posters and articles for various distributions.
- Represent and promote Out Doors Inc. programs via networks, sector meetings, conferences, local forums and other network opportunities as identified by the Programs Manager or CEO.
- Other organisational duties as directed by CEO.

### **6. Accountability**

- Ensuring that all systems and operating procedures are in place and operate at optimum level to ensure quality service delivery to participants.
- Monitor and interpret legislation, regulations and other agreement relating to program delivery, Occupational Health and Safety, WorkSafe and Fair Work.
- The freedom to act in this position is determined by Out Doors policy guidelines and procedures, incumbent's classification, allocated budgets together with direction and advice provided by the CEO/Programs Manager.

### **7. Judgment and Decision Making**

- To work independently and to make decisions on a daily basis within the area of professional expertise and in accordance with the approved work plan, policies and procedures.
- While the position will have access to policy and procedural advice a degree of independent judgement and decision making will be required particularly in emergency situations and in dealing with complex participant issues.

### **8. Equal Opportunity**

Adhere to Council's Equal Opportunity policy and procedures and state and federal Equal Opportunity legislation. Support a work environment that is:

- free from discrimination harassment and bullying,
- refrain from engagement in any activities that may be offensive, humiliating, uncomfortable, or derogatory towards other staff or the community.

### **9. Occupational Health and Safety & Risk Management**

The following applies to all staff:

- Act in a responsible manner that complies with OHS legislation, Out Doors policies and the Employee Code of Conduct to ensure the health and safety of self and other employees and all other people in the workplace.
- Contribute to making Out Doors as risk free as possible for all employees, participants and visitors.
- Take all reasonable action to protect Out Doors assets from damage and or loss.
- Identify, report any hazards/risks, incidents or OHS issues observed in the course of their duties that have occurred, or have potential for injury/illness to people or damage to/loss of Out Doors assets.
- Support a safe and healthy working environment in accordance with the safety components of Out Doors Policies and Procedures, the Occupational Health and Safety Act 1985 (as amended) and related regulations, codes of practice and standards.
- Responsible for the identification and resolution of OHS issues.

- Monitor and interpret legislations, regulations and other relevant agreements related to OH&S in the outdoor based activity/ies.

### **Review**

This position description will be reviewed in July 2023, in consultation with the incumbent.

## **Key Selection criteria**

### **Essential**

- Tertiary qualifications in Outdoor Education, Community Development, or a related field with minimum 7 years relevant experience.
- Instructor qualifications and minimum of 7 years practical experience in accordance with Out Doors Inc. "Minimum Outdoor Qualifications" in at least two activities.
- Interpersonal skills, including demonstrated leadership, staff supervision and group work skills, in working with people from a diverse range of backgrounds.
- Ability to monitor and interpret legislations, regulations and other agreements related to outdoor activities.
- Establish priorities and monitor work flow in areas of responsibility including supervision and budget management.
- Ability to work flexibly, independently and cooperatively.
- Exercise high level of professional judgment and understanding of OH&S both in the outdoor settings and office environment.
- Excellent verbal communication skills.
- Sound computer skills with Microsoft applications.
- Must have a full current Victorian Driver's License.

### **Highly desirable**

- Experience in the operation of group respite and/or recreation programs.
- Wilderness or Remote Area First Aid Certificate or willingness to undertake training.
- Current First Aid Certificate (Workplace Level 2) or willingness to undertake training.



## Appendix 1

### Organisational philosophy

Out Doors believes that a person with mental health and other disabilities:

1. should be involved in planning of outdoor adventure activities;
2. has the right to choose; and
3. should be considered as someone with potential, abilities and a future.

- **Vision**

Out Doors will be the pre-eminent provider of outdoor adventure programs that promote mental health and wellbeing.

- **Mission**

The mission of Out Doors is to provide challenging approaches to better mental health by assisting people to get “out the door” and to participate in the life of their community.

- **Purposes**

The organisational purposes of Out Doors include:

1. collaboration- we work with people and community to improve individual’s mental health, with particular emphasis on people living with a psychiatric disability;
2. education and training – we research, develop, organise, conduct and evaluate education and training programs for organisations involved in improving mental health; and
3. promotion – we uphold the value of human contact with natural environments, outdoor adventure and the positive effects these can have on people's mental health.

- **Values**

The following are the key values held by Out Doors and these guide our decision making, practices and delivery of services:

*Respect*

Respecting the diversity of our participants, staff and leaders is fundamental to us. We operate with empathy, uphold standards of ethical behavior and work with participants in their interests.

*Passion*

Our participants will be rewarded by their experience. We provide hope and encouragement to our participants to take up challenges and to reach their potential.

*Excellence*

We will achieve high standards in everything we do, particularly the safety and well-being of our participants. We will innovate and constantly seek opportunities for the sustainability of our services.

*Integrity*

We will be accountable for delivering our mission having regard to the highest moral and ethical standards. We are committed in all our activities whether related to a participant, a partner, the community, or employees.

*Environmental stewardship*

We actively use and promote practices that ensure minimal impact on the environment. We acknowledge our responsibility for efficient use of resources to ensure environmental sustainability into the future.

## Appendix 2



OUT DOORS  
INC.

### **Current services**

Participants in Out Doors' programs are either self referred or referred by workers from a range of psychiatric disability support services, clinical agencies and other, generic welfare and community health organisations, as well as by other participants, General Practitioners and carers.

#### *Recreation*

On these programs participants may learn new skills or simply enjoy each others company whilst participating in physical activities in an outdoor environment. In a safe and supportive environment, the participants are introduced to a range of outdoor activities such as rafting, rock climbing, bushwalking, high ropes, canoeing, mountain biking, and caving. These activities are made suitable for various abilities.

#### *Leisure*

These relaxing programs will give our participants the opportunity to partake in activities, enjoy nature at their own pace and socialise with others.

#### *Sequential*

The model provides the participants with a different medium for learning and developing skills such as social interaction, planning and organisational skills, time management and effective teamwork. The results are extremely encouraging and participants reported an improvement in their sense of well-being and confidence. These activities are made suitable for various abilities.