





# Community Connections Coordinator (Marley St)

Position Description  
Advocacy & Support



**Stage:** Issued    
**Version:** 4.005022  
**Issued:** 19/04/2018  
**Next Review:** 18/04/2021

- Position Title:** Community Connections Coordinator (Marley St)
- Location:** Marley Street Sale located at the 'Marley Street Hub' Sale and Quantum Support Services Morwell Office.
- Hours of Duty:** As per Employment Agreement.
- Duration:** Fixed term till 31st March 2019.
- Position Funding:** Funding is provided through the Department of Health & Human Services (DHHS).
- Salary:** Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
- Classification:** Level 5

## Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

### Our Vision

Quantum Support Services vision is to improve lives.

### Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

### Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

## Primary Position Objectives:

- Establish and maintain effective networks to the public housing complex located at Marley Street Sale.
- Work with the public housing community at Marley Street Sale to identify broader housing and social needs, including linkages to community.
- Support the development of community strengthening strategies and projects for residents at Marley Street Sale.
- Participate in local and regional community education sessions ensuring effective service integration and coordination of service delivery and community project development.

## Program Background:

The Marley Street Project is a collaborative partnership between Quantum Support Services, Sale Neighbourhood

House and the Department of Health & Human Services Housing and the community sector and residents. The goal is to create and sustain a place based community hub in the Marley Street housing estate in Sale which will provide a site for resident engagement, support and skill building activities. The Marley Street housing estate is owned by the Director of Housing, a body corporate established under the Housing Act 1983 (Vic).

The aim of the Community Connections Coordinator position is to facilitate a place based approach to strengthen resident engagement, co-design and participation in a range of Community services, community capacity and skill building initiatives to maximise their life choices, including engaging with the broader community.

## Duties and Responsibilities:

### Community Development & Networking

- Work collaboratively with residents and service providers in ensuring the facility located at Marley Street Sale is maintained at an appropriate level.
- Be the central communication point regarding usage of the 'hub' for residents located in Marley Street Sale.
- Support Tenant Engagement at regional Housing forums.
- Pro-actively provide support to the maintenance and development of local resident group.
- Develop mechanisms for public tenants to identify local issues and represent those issues to Department of Health & Human Services Housing and local services providers.
- Involve Marley Street public tenants / residents in the management and planning of local community building initiatives.
- Facilitate and conduct regular tenant meetings with Marley Street residents.
- Identify training needs for local resident groups and support access to identified training including employment outcomes.

### Agency Participation

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

### Administration

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
- Carry out necessary administrative tasks, including:
  - Compiling workers or other reports on a monthly basis or as requested.
  - Daily & monthly collection of data for both internal and external purposes.
  - Completion of relevant forms in accordance with QSS policies and procedures.
  - Performing tasks such as filing & correspondence.
  - Maintaining accurate records.
  - Maintaining Case Files within the guidelines of the QSS Service Delivery Manual.

### General

- Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and QSS Line Management.

### **Occupational Health and Safety**

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and QSS policies and procedures.

## **Key Selection Criteria:**

### **Service Delivery**

1. Demonstrated experience in Community Development.
2. Excellent communication and interpersonal skills including the ability to liaise both internally with Quantum Support Services and with external organisations. This includes the ability to work positively with public housing tenants to establish and maintain effective public tenant networks. Demonstrated ability to engage clients and facilitate communication in a community housing setting.
3. Ability to interpret relevant legislation, policy and procedure and communicate information with a wide range of people.
4. An understanding of Public Housing issues putting major emphasis on the ability to create strong links in establishing resident groups.
5. An ability to act in a manner which demonstrates an understanding of the importance of cultural appropriateness as it relates to CALD and/or Aboriginal and Torres Strait Islander people and communities.
6. Demonstrated capacity to deliver culturally sensitive practices in working with the client group.

### **General**

1. Competent Literacy and Computer Skills including demonstrated evidence of organisational ability, good report writing skills and record keeping skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.
5. The availability to attend evening meetings and weekend work is essential.

## **Mandatory Requirements:**

- Appropriate tertiary qualifications and / or experience relevant to this position.
- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

## **Conditions of Employment:**

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working with Children Check.
- The successful applicant is required to comply with the policies of Quantum Support Services Inc.
- A current Victorian driver's license is required, that is not at risk of being cancelled.
- This position description is subject to an annual review.

## Accountability:

The position is accountable to the Supervisor and QSS Line Management.

## Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

## References to Standards and Legislation:

**Vic Acts:** Vic Acts

: [Privacy and Data Protection Act 2014](#)

## Revision History:

Position created - February 2015.

Revised 19th April 2018.



## Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



[Click here to acknowledge that you have read and understand this document](#)