

JOB DESCRIPTION

TITLE OF POSITION	Defence Family Program Coordinator
CLASSIFICATION LEVEL	Lutheran Care NT Level 4
PROGRAM	Defence Family Support Program

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and allied health. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, allied health and NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

ROLE SUMMARY

The Defence Family Program Coordinator leads the delivery, coordination and continuous improvement of Lutheran Care's Defence Family Support Program. This role connects defence families ensuring they are able to access community spaces and services that foster social connection and community participation within the local community.

Using community engagement principles, the Defence Family Program Coordinator will engage with families to understand their views and needs to combat loneliness.

Based at Lutheran Care's Berrimah Site they will oversee day-to-day operations, volunteer engagement, community partnership, and data integrity to meet program KPIs and reporting requirements to uphold Lutheran Care's values and strategic priorities.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Defence Family Program Coordinator reports to the Northern Territory Executive

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with professional codes of conduct.
Teamwork	• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the Northern Territory Executive as required.
Work Health and Safety	• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	• Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Program & Service Delivery	• Ensure alignment with Lutheran Care’s strategic goals and the organisation’s focus areas, including social connection and wellbeing • Coordinate daily operations of the program to ensure a welcoming, safe, and professional environment. • Maintain effective processes for family and participant engagement, referrals, and follow-ups • Engage with service providers that deliver evidence-based programs for example Bringing up Great Kids, Circle of Security, parenting workshops and facilitated playgroups as well as events that promote inclusion, wellbeing, and community participation • Coordinate welcome and integration activities, delivered in partnership with Defence community groups • Coordinate and deliver community connection events that create opportunities for shared experiences, peer support and a sense of belonging • Develop specialist referral pathways to ensure vulnerable families, including those experiencing distress, relationship challenges or complex circumstances can access appropriate services through collaboration with organisations such as Soldier On, Mates for Mates, Veterans Medical Group and other providers. • Establish and work with the Defence Family Advisory Group to ensure ongoing co-design, enabling the project to evolve alongside emerging needs beyond the initial pilot
Community Engagement & Partnerships	• Build and maintain strong relationships with community members, partner organisations, and local stakeholders • Identify and respond to emerging community needs, contributing to local service mapping and collaboration efforts • Represent Lutheran Care at relevant local networks, forums, and community events
Volunteer Coordination	• Recruit, induct, and support volunteers ensuring they are equipped to deliver high-quality and inclusive services • Provide supervision, feedback, and recognition to maintain engagement and retention • Monitor volunteer hours and contribution to program KPIs • Ensure that Lutheran Care is represented as professional and as a high-quality service at all external activities

Data Integrity, Reporting & Compliance	• Provide monthly reports to leadership ensuring compliance as directed by leadership • Ensure accurate, timely data entry and reporting in line with Lutheran Care's quality frameworks and system requirements • Monitor progress against Key Performance Indicators and contribute to continuous improvement initiatives • Support evaluation and outcomes reporting for funding bodies and internal quality systems • Uphold WHS, safeguarding, and risk management practices across all activities
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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant qualification in Community Services, Social Work, Human Services, or equivalent experience.
- Proven high level interpersonal skills and ability to work with a degree of autonomy.
- Excellent management, organisation, problem solving and negotiation skills.
- Knowledge and experience of community services, community service networks, peak bodies and available resources.
- Skills and experience in preparing and presenting information and reporting.
- Demonstrated experience in achieving outcomes through setting directions, priorities and goals and ensuring accountability for results.
- Ability to respond to challenging situations in a flexible manner.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Experience working with people from diverse and First Nations backgrounds.
- Knowledge of relevant legal and statutory requirements relevant to service delivery.
- Highly developed competence in the Microsoft Suite of programs, use of databases, video conferencing (e.g. MS Teams) and other relevant communication channels.
- Promotes wellbeing and resilience, ensures the health and safety of employees and volunteers, while maintaining a safe work environment.

HIGHLY DESIRABLE ATTRIBUTES, BUT NOT ESSENTIAL

- Lived experience of working within Defence
- Experience supporting staff and volunteers to deliver programs that engage clients that are impacted by isolation

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Working with Children Clearance for the Northern Territory
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of hours work, including overnight stays as required



ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____