



Edmund Rice Community Services Position Description

Title: Program Officer
Reports to: ERCNSW Executive Officer
Based at: Edmund Rice Camps NSW
Employment: Full time, Fixed Term (12 months) with possibility of extension
Award Social, Community, Home Care and Disability Services Industry Award

About Us:

Edmund Rice Camps NSW (ERCNSW) is a part of Edmund Rice Community Services Ltd (ERCS) - a national not-for-profit organisation that exists to build communities where people thrive and belong. We do this by addressing social isolation, unjust structures, marginalisation, access to appropriate education and learning opportunities.

ERCS is a values-driven organisation - our core values are dignity, integrity, liberation and justice. We are committed to reflective practice and acknowledge the need for wholistic and ecological thinking as a core component of our work.

ERCS Mission

In the spirit of Edmund Rice, our community seeks to build authentic relationships, learning together about people's everyday experience of the world. We are ordinary people understanding that our interactions and support for each other can create extraordinary moments of change for the common good.

Edmund Rice Camps NSW

ERCNSW supports children, young people and families experiencing significant and complex disadvantage. We provide a variety of group-based recreational programs, including week-long and weekend camps and follow up day programs. Activities center on building relationships, affirming peers, developing soft skills, and renewing confidence and self-worth.

Our programs are led by amazing young adult volunteers (principally 16-30 years) who plan and deliver an empowering experience in a safe, fun and supportive environment. Our 1:1 ratio of children to volunteers enables us to provide intensive support and enrichment for all of our participants – each with their own abilities, needs and circumstances.

Position Purpose:

The Program Officer (PO) role exists to coordinate, deliver and evaluate Edmund Rice Camps NSW programs and services. This includes, but is not limited to, week-long residential camps, weekend camps, follow up activity days and significant volunteer recruitment, training and support initiatives. Under the direction of the Executive Officer, the position is responsible for planning, resourcing, researching and budgeting for all aspects of ERCNSW services. Fundraising is a shared responsibility within the organisation and this role will be required to support various fundraising activities.

ERCNSW supports children, young people and their families experiencing significant and complex disadvantage. As such, the PO must work within our rigorous safeguarding, WHS and risk management frameworks and demonstrate an ongoing commitment to learning, collaboration, best practice and child safety. The PO will often be required to work both independently and as part of a team.

We are a values-driven organisation. The PO plays a pivotal role in ensuring ERCNSW programs work towards our mission to affirm kids, empower young people and build community. All team members are expected to demonstrate an understanding of and commitment to the values of Dignity, Integrity, Liberation and Justice.

Key Accountabilities and Responsibilities:

<p>Mission</p>	<ul style="list-style-type: none"> • Promote an understanding of the story, vision, and values of Edmund Rice among volunteers, program participants and other stakeholders. • Behavior and conduct is congruent with organisational goals of affirming kids, empowering young people and building community • Behaviour and conduct is congruent with organisational values of Dignity, Integrity, Liberation and Justice. • Actively participate, foster and develop a culture within ERCNSW programs that reaches out to young people on the margins, respects human dignity, provides equality of opportunity, respects and celebrates diversity and inclusion, promotes human rights, and contributes towards the actualization of young peoples’ potential.
<p>Program Management and Support</p>	<ul style="list-style-type: none"> • Coordinate , deliver and evaluate all ERCNSW programs (including but not limited to weeklong residential camps, outdoor weekend camps and follow up activity days): <ul style="list-style-type: none"> ○ Undertake referral and intake assessment of participants ○ Communicate with referring agencies, volunteers, families and other key stakeholders throughout program planning ○ Allocate suitable volunteers with appropriate skills ○ Coordinate camp sites and venues ○ Coordinate catering, resources, equipment and transport ○ Support volunteers to design and deliver appropriate camp programs ○ Undertake risk assessments and other compliance and Incident management planning ○ Attend program and respond to issues as they arise, including safeguarding, incident and other reporting requirements ○ Evaluate and review programs ○ Review and provide feedback re: volunteer performance ○ Process paperwork including referrals and invoices in a timely manner
<p>Human Resource / Volunteer Management</p>	<ul style="list-style-type: none"> • Oversee the recruitment, assessment, induction, training, and retention of volunteers. <ul style="list-style-type: none"> ○ Plan and deliver new leader training for prospective volunteers ○ Plan and deliver a range of training opportunities and events for existing volunteers including orientation day training, annual retreat, Christmas party and national volunteer week. ○ Process applications for prospective volunteers ○ Assess volunteer suitability including undertaking WWCC and reference checks before volunteers participate in a program ○ Ensure all volunteer information is collected and recorded in the database (eg. NOK, DOB, address, medical/support needs etc.) ○ Ensure volunteers understand their rights, responsibilities and what avenues are available to them if a grievance should arise. ○ Monitor social media and answer volunteers requests and enquiries ○ Provide general support and guidance where appropriate to volunteers
<p>Financial Management</p>	<ul style="list-style-type: none"> • Ensure program and volunteer activities operate within budget. • Assist and support the Executive Officer and LAC in identifying and securing additional funding for the organisation as required • Chasing debtors, raising invoices, reconciling credit card transactions and other finance related activities

Public Relations and Marketing	<ul style="list-style-type: none"> • Maintain and develop the social media presence of ERCNSW. • Represent ERCNSW at external meetings, opportunities and events • Liaise with school and community partners and all relevant stakeholders • Promote the work of ERCNSW in line with organisational values and voice. • Manage merchandise ordering, sales, delivery and stocktake.
Fundraising	<ul style="list-style-type: none"> • Fundraising is a shared responsibility across the organisation: <ul style="list-style-type: none"> ○ Actively contribute to fundraising activities and initiatives (this may include organising and planning events, campaigns etc.) ○ Support the administration of any web-based donation programs developed ○ Encourage volunteer involvement in ERCNSW fundraising activities ○ Support the upkeep of donor database ○ Assist in developing and publishing communication re: fundraising initiatives
Administration	<ul style="list-style-type: none"> • Monitor individual and generic inboxes • Maintain an up-to-date volunteer/participant and referral agencies database. • Process referrals including updating referral forms as required • Save all work in shared file, in logical folders • Provide reports to EO and LAC as required • Be responsible for own administration tasks such as photocopying, email, printing of documents, etc.
Other Responsibilities	<ul style="list-style-type: none"> • Actively participate in formation and professional development opportunities. • Undertake professional supervision with the Executive Officer • Other task as required by the Executive Officer

Organisational Accountabilities and Responsibilities

Operate as a Team Member	<ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of the team in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance and support to team members and personnel of ERCS. • Communicate with personnel internal and external to ERCS • Collaborate with personnel both internal and external to ERCS as required.
Diversity & Inclusion	<ul style="list-style-type: none"> • Inclusion occurs when people from diverse backgrounds feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve the organisation • Demonstrate a commitment to the values of diversity and inclusion • Understand the importance and benefit of a diverse workforce • Conduct oneself with respect, empathy and without judgement or bias
Work Health and Safety	<ul style="list-style-type: none"> • Be proactive in caring for the health and safety of oneself and all people working within ERCS and visiting our organisation. • Proactively ensure all appropriate actions are taken to implement the WHS policies, procedures, training and legislative requirements. • Actively participate in training • Report hazards/incidents/near misses/breach of policy and procedure, this includes inappropriate behaviour
Safeguarding of Children and Vulnerable Adults	<ul style="list-style-type: none"> • At all times act within the organisation's Safeguarding policies, code of conduct and procedures. • Commit to fostering a safe culture for all, to a zero-tolerance approach to any abuse and commit to act on any safeguarding related concerns. • Ensure all relevant legislative and regulatory requirements are met including undertaking screening for suitability to work with children, youth and vulnerable people.

	<ul style="list-style-type: none"> • If working with children, demonstrate an understanding of children’s development needs and culturally safe practices. • Follow procedures in relation to identifying and reporting all forms of abuse including children, young people and adults. • Participate in ongoing Safeguarding training and supervision. • All children, young people and adults will be supported to express their own culture.
Risk and Governance	<ul style="list-style-type: none"> • Operate within ERCS policies, code of conduct, vision and values. • Raise awareness of the ERCS policies, code of conduct and values with staff and volunteers. • Actively participate in training • Report risks, hazards, near misses, incidents in a timely manner
Continuous Improvement	<ul style="list-style-type: none"> • Apply quality management and continuous improvement processes to all activities and programs. • ERCS recognises that the skills and knowledge of its employees are critical to the success of the organisation. Therefore, ERCS: <ul style="list-style-type: none"> ○ Encourages continuous improvement through educational and formation channels and ○ Expects personnel to participate in activities including performance reviews, training and formation initiatives that lead to continuous improvement, professional development and a deeper understanding of the values of ERCS.

Essential Selection Criteria

Qualifications and Experience:

- Minimum bachelor’s degree related to Community development, Social welfare, Counselling, Outdoor Education or other relevant area
- Minimum 3 years’ experience working in a similar role including planning, delivery and evaluating overnight/residential recreational programs
- Experience coordinating a volunteer-based program including recruitment, retention, training and support
- Experience working with children, young people and families experiencing significant and complex disadvantage
- Experience in creating and publishing social media content including but not limited to, websites, Instagram, Facebook and Mailchimp.
- Working with Children Check clearance and demonstrated understanding of responsibilities of a mandatory reporter.
- Current unrestricted Drivers licence and willingness to obtain Light Rigid Licence.
- Apply First Aid certificate or willingness to obtain.

Competencies and Skills:

- Ability to work successfully within a values-driven organisation
- An appreciation of and commitment to the mission and values of ERCS
- Ability to work from a strengths based, trauma informed and community-based service model
- Ability to build and maintain strong and productive relationships with a range of stakeholders from a variety of backgrounds. This includes, but is not limited to; schools, referring agencies, children, young people and their families, sponsors/funders, Board Members and volunteers.

- Sound digital literacy skills including experience working with Microsoft Office Suite and ability to learn how to navigate and use new platforms and software packages as required
- Compliance with statutory and organisation policy in respect to Child Safety, Safeguarding, Privacy, WHS and other policy requirements

Work conditions

- Willingness to work flexible hours in order to meet the demands of the role including weekend, evening and overnight work, particularly during school holiday periods
- Willingness to work in recreational settings (indoor and outdoor)
- Willingness and ability to travel from time to time

Authority Limits:

All actions undertaken and expenses incurred must follow and be in accordance with the Employer’s policies and procedural requirements. ERCS has a Delegations Policy

The Employer reserves the right to vary this position description in response to its changing needs.

Statement by the Employer:

The information detailed above is an accurate statement of the responsibilities/accountabilities of this position.

Signature:

Name:

Date.....

Agreed by the Employee:

The below signed acknowledges that the Employee has read the above position description and understands and accepts the responsibilities/accountabilities of this position.

Signature:

Name:

Date:.....

ERCS is a child safe organisation, committed to the protection of children and adults-at-risk. ERCS is committed to a safe culture for all and has zero tolerance of any abuse, discrimination including racism and a zero tolerance of inaction in regard to concerns of this nature.

All staff must be compliant with the ERCS COVID Vaccination Policy and booster doses