

**Position Description**  
**Projects and Partnership Coordinator – BacLinks Portland**

**KARINGAL MISSION**

*To provide quality services that improve the lives of individuals*

**Karingal** is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

**BRANCH DESCRIPTION**

**BacLinks** (Business and Community Links) is an exciting, innovative program that aims to ultimately build strength in the local community by managing mutually beneficial relationships between the business and community sectors. We assist local businesses to drive community development projects and provide support to organisations in need.

This may involve a wide range of support responses that may be small or large contributions, ‘once off’ support or an ongoing relationship of:

- In-kind support:
  - Workplace Volunteering;
  - Donations of goods and services;
  - Sharing of skills and knowledge;
  - Access to resources and equipment;
- Sponsorship; and
- Gifts or cash donations

As the ‘eyes and ears’ of the community, BacLinks are the specialists at identifying and sourcing community projects, suitably matching these to businesses interested in making a social investment in their local community.

**Position Specifics**

<b>Position objective:</b>	Develop and support the collaborations of business and community agencies in social investments that promote sustainability, community involvement, community well-being and community prosperity. This position is offered in Partnership with Portland Aluminium.
<b>Reports To:</b>	Manager – BacLinks
<b>Division:</b>	Employment Support
<b>Branch:</b>	BacLinks
<b>Primary Location:</b>	Portland Aluminium - Quarry Road, Portland
<b>Employment status (F/T, P/T):</b>	Part time – 15 hours per week
<b>Probation:</b>	All positions are offered with 6 month probation period.
<b>Classification &amp; conditions:</b>	Karingal Collective Agreement 2007: Project Officer
<b>Remuneration:</b>	Wages as per Collective Agreement schedule- includes access to salary packaging provisions. Superannuation is paid at 9%

## Position Responsibilities & Duties

### General

- Work collaboratively with the BacLinks Manager and operational teams to identify and implement actions required to enhance service delivery, compliance and continuous improvement of programs and administration activities.
- Operate within and maintain BacLinks systems/procedures that enhance the work of the BacLinks program.
- Development and maintenance of effective working relationships with relevant businesses and community organisations, Karingal branches and external organisations.
- Effective decision making skills.
- Effective time management skills including ability to prioritise and meet deadlines.
- Knowledge and effective utilisation of available resources.
- Display high level of personal integrity and professionalism when representing Karingal.
- High level of customer focus when interacting with internal and external stakeholders.
- Operate within the policies and procedures stipulated by Portland Aluminium.
- Operate within Karingal policies/procedures and work instructions.

### Database, Documentation and Quality Management

- Maintain and update BacLinks databases.
- Assist in development and maintenance of performance management data for funding bodies and BacLinks members.
- Participate in regular audits and other quality processes to ensure branch funding requirements are adhered to and key organisational objectives are met in a timely manner.
- Support applications and reporting requirements to funding bodies

### Communications

- Develop and contribute to organisational communications including newsletters, websites, Karingal Annual Report, BacLinks promotional materials and brochures.
- Complete Monthly Program Report.
- Production of Media Releases for each project facilitated by BacLinks.

### Project Coordination

#### BACLINKS PROJECTS

- Organise Portland events/projects including the research, planning, implementation and review of all Portland BacLinks events and projects.
- Manage and grow the 130 BacLinks Community Network.
- Manage and coordinate the 730 BacLinks Breakfast Club
- Coordinate communications, publicity and all required resources for events/projects.
- Implement an event/project that assists to raise the BacLinks profile.

#### PORTLAND ALUMINIUM PROJECTS

- Coordinate Portland Aluminium's 'Making the Link' Program
- Provide 10 volunteering projects for Portland Aluminium, including the research, planning, implementation and review of all events and projects.
- Coordinate communications, publicity and all required resources for events/projects.

### Stakeholder Relationship Management

- Liaise and build rapport with various businesses, community organisations, staff, various government departments, peak bodies and provide advice and referral information to general inquiries regarding Karingal's services.
- Engage with Portland Aluminium on a regular basis as agreed.
- Contact business and community members regarding membership renewals and requirements.
- Maintain existing BacLinks Business Memberships and increase as per prescribed targets
- Communication of performance management data for funding bodies and BacLinks members.

### Administration Duties

- Undertake administrative support functions, including:
  - Data entry and Word processing
  - Database management, maintenance and report production
  - Correspondence management and distribution
  - File and records management
- Undertake reception and customer service functions, including:
  - bright and professional telephone manner including appropriate greeting and follow up
  - prompt forwarding and follow up of messages received

<b>Other duties as directed by manager or supervisor</b>			
<b>Measurable Results &amp; Outcomes</b>			
<ul style="list-style-type: none"> <li>▪ <b>Portland Aluminium Projects:</b> Coordinate Portland Aluminium's 'Making the Link' Program and provide 10 volunteering projects for Portland Aluminium, including the research, planning, implementation and review of all events and projects.</li> <li>▪ <b>General Project Coordination:</b> Provision of high level organisation and support in planning, execution, follow up and continuous improvement of Karingal and BacLinks projects.</li> <li>▪ <b>Database, Documentation &amp; Quality Management:</b> Timely and accurate management of internal databases, files and quality systems, including the production of reports and related information. Compliance with relevant procedures and objectives; completion of monthly report, results of internal and external audits and reviews; and, observation and feedback.</li> <li>▪ <b>Communications:</b> Provision of accurate and timely professional communications and reporting as required- including maintenance/continuous improvement of newsletters, websites, Karingal Annual Report, BacLinks promotional materials and brochures.</li> <li>▪ <b>Customer Services and Stakeholder Relations:</b> Provision of excellent customer service to all internal and external stakeholders including approachability and responsiveness. Regular professional contact with stakeholders as required.</li> <li>▪ <b>Performance of general position responsibilities to a high standard:</b> Exhibits characteristics of reliability, punctuality, teamwork and professionalism in all work related tasks. Compliance with Karingal and Alcoa policies and procedures.</li> </ul>			
<b>Key Selection Criteria &amp; Skills/Attributes</b>			
<b>Essential:</b>	<ul style="list-style-type: none"> <li>▪ Strong networks in the local business community</li> <li>▪ Significant work experience/qualification in customer service roles including passion for building and maintaining client relationships</li> <li>▪ Highly developed skills in event management including marketing, publicity and obtaining sponsorships</li> <li>▪ Well developed computer skills- demonstrated proficiency in Microsoft Office Applications and data management systems.</li> <li>▪ High level organisational and time management skills including a proven ability to prioritise, meet deadlines and work autonomously</li> <li>▪ Excellent written and verbal communication skills including developing proposals and making presentations</li> <li>▪ Current Victorian drivers licence</li> <li>▪ Successful completion of Police Check</li> </ul>		
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Degree in Marketing, Public Relations, Events or similar highly regarded</li> <li>▪ Knowledge of business/community partnerships and corporate social responsibility</li> <li>▪ Intermediate skills in Microsoft Excel</li> <li>▪ Project management experience</li> <li>▪ Professional Business communications experience</li> </ul>		
<b>Application Details</b>			
<b>Application instructions:</b>	Please send applications including cover letter and current resume to Karingal via email or post as below. Late applications will not be accepted.		
<b>Email:</b>	<a href="mailto:jobs@karingal.org.au">jobs@karingal.org.au</a>	<b>Postal address:</b>	Karingal HR Officer PO Box 558 Belmont 3219
<b>Contact person:</b>	Sheree Holdsworth (03) 5249-8900		
<b>Closing date:</b>	Wednesday 31 <sup>st</sup> March, 2010		
<b><i>“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.</i></b>			

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)