

POSITION DESCRIPTION

Program Coordinator, YMCA Wellbeing Services



Position Title	Program Coordinator, YMCA Wellbeing Services
Group	YMCA Social Impact
Modern Award / Agreement	Educational Services (Schools) General Staff Award 2010
Classification Level	Level 4.1 – Level 4.2
Position Status	Permanent, Full-time
Reports to	Wellbeing, Impact and Innovation Manager
Supervises	Program Facilitator

About the YMCA of Brisbane

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the social impact arm of the organisation, Y-Care (South East Queensland) Inc. We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

Industry Sector – Social Impact

Y-Care is the **social impact** arm of the YMCA of Brisbane. Our vision is to be an unbreakable organisation that maximises impact across all of our programs. We are a team consisting of more than 85 staff and 100 volunteers that believe in the power of inspired young people.

We operate multiple programs within five key service streams including: Community Housing; Food for All (Schools' Breakfast Program); Learning, Empower, Achieve and Participate (LEAP); Social Enterprise (Op Shop); and Youth Education and Empowerment (Vocational School, Community Hubs, Wellbeing Group Programs, Get Set For Work).

We are a mission-driven organisation that is committed to creating measurable and long lasting impact through our programs and activities. We encourage all team members to adopt a growth mindset in pursuit of continuous improvement, innovation and sustainable impact.

Position Summary

This position is responsible for coordinating YMCA Wellbeing Group Programs and related YMCA volunteering initiatives and programs. Specifically, there are three key areas of responsibility:

1. Designing and/ or facilitating developmentally appropriate wellbeing group programs that maximise impact for beneficiaries;
2. Leading and coordinating YMCA program facilitators who deliver Wellbeing Group Programs and manage volunteers and practicum students; and
3. Developing and piloting YMCA volunteering and subsequent iterations including recruitment, training and on-boarding of volunteers for key roles.

Duties and Responsibilities

1. Design and Delivery of Wellbeing Group Programs

- 1.1 Successfully deliver wellbeing group programs to students who experience disabilities (e.g. mental ill-health disorders).
- 1.2 Design and/ or facilitate developmentally-appropriate wellbeing group programs that maximise impact for beneficiaries. Outcomes include but are not limited to reducing emotional dysregulation, and improving school connectedness, sense of purpose, resilience and mental wellbeing;
- 1.3 Apply best-practice program facilitation and delivery methods including but not limited to session planning, case formulations, group composition and behaviour management;
- 1.4 Deliver and/or arrange external facilitators to deliver group programs and/or training;
- 1.5 Coordinate evidence-based assessment and triaging of young people for appropriate program selection, continuation and discontinuation. In addition, liaise with parents/ carers about adjustments provided to their son or daughter's and their outcome;
- 1.6 Apply YMCA's Evaluation and Learning method including developing Journey to Impact (i.e. Theory of Change) frameworks for group programs;
- 1.7 Regularly evaluate and report on the effectiveness of group programs using robust outcome measures and methodologies;
- 1.8 Co-develop and facilitate learning and development program for staff, including internal and external training and coaching, about Wellbeing Group Programs and Thrive, YMCA's wellbeing framework;
- 1.9 Contribute to the collation and storage of evidence for the National Consistent Collection of Data for School Students with Disabilities (NCCD);
- 1.10 Maintain a high level of knowledge of mental health and wellbeing group programs including design, facilitation and evaluation, particularly relevant to a school setting.

2. Coordinating YMCA Volunteering

- 2.1 Oversee the recruitment, training and on-boarding of volunteers for key roles such as Youth Mentors, Literacy and Numeracy Assistants and Program Assistants;
- 2.2 Provide supervision, mentoring and coaching to volunteers during their engagement with YMCA;
- 2.3 Lead program facilitators and volunteers responsible for delivering Wellbeing Group Programs;
- 2.4 Co-create, monitor and report performance targets in accordance with program outcomes;
- 2.5 Deliver professional learning and feedback to program facilitators and volunteers to increase their individual performance;
- 2.6 Develop and deliver an evidence-based learning and development program to build the skills, knowledge and abilities of volunteers;
- 2.7 Foster strong partnerships with universities in order to recruit volunteers, including practicum students, for key areas of need across Social Impact;
- 2.8 Monitor and review compliance of all relevant policies and procedures across social impact and where required, recommend amendments to improve efficiency and effectiveness;
- 2.9 Regularly evaluate and report on the efficacy of YMCA Volunteering using robust outcome measures and methodologies;
- 2.10 As part of YMCA Volunteering, create a professional alumni group for all past volunteers.

3. Program Promotion and Marketing

- 3.1 Provide input into producing and disseminating marketing collateral to external schools and organisations who have a need for mental health group programs and/ or training;
- 3.2 Foster and manage stakeholder relationships including regular communication and performance reporting;
- 3.3 Adopt a Human-Centred Design approach to improve the experience of beneficiaries and fee-paying stakeholders.

4. Professional Standards and Development

- 4.1 At all times adhere to the best practice and/ or relevant professional bodies' code of ethics including but not limited to confidentiality, privacy, informed consent, record keeping, and release of information;
- 4.2 Participate in regular practice and peer supervision as per negotiation with the YMCA Wellbeing, Impact and Innovation Manager;
- 4.3 Attend professional development activities to maintain and develop competencies to ensure that YMCA Wellbeing Services are of high quality, and consistent with contemporary practice and agency policies and procedures;
- 4.4 Maintain complete, secure and confidential records of all student records and the provision of Wellbeing Group Programs at a designated YMCA location;
- 4.5 Actively promote professional standards and practice to other staff members;
- 4.6 Assist in planning and facilitation of other YMCA Social Impact programs and activities;
- 4.7 Facilitate and participate in whole-organisation training and development activities;
- 4.8 Participate in extra-curricular activities reasonably expected in line with the position, including but not limited to industry networking events and professional development.

Health, Safety and Environment

1. Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
2. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
3. Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;
4. Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
5. Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;
6. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";
7. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
8. Any other duties as determined by the Chief Executive Officer as required.

Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Constant
3. Squatting/ bending/kneeling – Occasional
4. Working outdoors – Occasional
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Occasional
7. Lifting/carrying up to 10kg - Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential

1. A Bachelor degree preferably relating to psychology, human services, education or science or other relevant area of study;

2. Minimum of two years' of demonstrated experience coordinating group programs particularly for children and young people and/ or relating to wellbeing/ mental health;
3. Demonstrated experience recruiting, training and managing large numbers of volunteers concurrently;
4. Understanding of and commitment to evaluation and learning including the use of evidence-based measurement tools and methodologies;
5. Strong problem solving skills and initiative to both effectively improve the mental health of beneficiaries and achieve the YMCA's mission;
6. Excellent interpersonal skills with the ability to build and maintain quality relationships with young people, parents/ caregivers, staff and communicate to large groups effectively;
7. Computer literacy and prior experience using a range of office software including Word, Excel
8. First Aid and CPR qualification;
9. Ability to work within the mission and values of the YMCA;
10. Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
11. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable

12. Demonstrated understanding of adolescent development and mental health.

Approval

Date Position Description Created / Revised:	
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Program Coordinator, YMCA Wellbeing Services.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

