VICTORIA DALY REGIONAL COUNCIL

JOB OVERVIEW			
JOB TITLE	Community Development Program (CDP) Operational and Compliance Coordinator		
JOB LOCATION	Regional Office	**WEEKLY HOURS**	38
DIVISION / DEPARTMENT	Agency Services	**SALARY**	Negotiable
DIRECT REPORTS	CDP Regional Manager	**WORKING CONDITIONS**	Based in Katherine Regional Office, remote travel required and stays in remote communities
REPORTS TO	CEO	**EMPLOYMENT CONDITIONS**	Victoria Daly Regional Council Enterprise Agreement 2018-2021.

POSITION DETAILS	
JOB PURPOSE	The CDP Operational and Compliance Coordinator is an integral part of the CDP team. The CDP Operational and Compliance Coordinator is responsible for ensuring compliance is met for Key Performance Indicators, by monitoring system requirements, providing support, guidance and training to the CDP team so all team members achieve the required target outcomes of the CDP Performance Framework.
DUTIES AND RESPONSIBILITIES	1. Support Regional Manager to prepare training and induction materials for all new staff and up skill existing particularly as it relates to KPIs.
	2. Maintain a CDP staff training register and co-ordinate updates to training and induction materials as required.
	3. Ensure CDP staff have the resources to maximise their performance in KPIs and implement corrective actions from reports made available.
	4. Assist CDP staff with job seeker training to build skills and confidence.
	5. Provide support and guidance to CDP staff to initiate the case management process, to assess and identify job seeker barriers, vocational and non-vocational.
	6. Provide support to CDP staff to identify goals, assistance and achievable solutions to overcome their barriers.
	7. Ensure CDP staff is providing quality training, support/referral to specialist services to overcome barriers to employment and achieve job seeker's goal.
	8. Ensure all job seeker records in the CDP IT system are updated to reflect assessment, training, support and tailored assistance provided to overcome barriers to employment.
	9. Provide assistance to CDP staff to provide resume updates, job search training and job seeker profiling to achieve a regional target in the IT system.
	10. Collate documentary evidence as required in the Performance Period Review (PPR).
	11. Ensure all eligible job seeker requirements are undertaken as monthly contact, individual job plans, activities and appointments are completed daily and associated participation reports are submitted.
	12. Ensure all job seekers are supported in their job search and referral and application to vacancies and recorded in the CDP IT system.
	13. Ensure all job seekers are provided with tailored assistance to overcome barriers (vocational and non-vocational) to employment.
	14. Ensure all customer feedback is co-ordinated in line with the CDP Funding Agreement and has practices in place to respond and record complaints.
	15. If/where possible assist with Post Placement Support training/mentoring/resourcing to assist job seeker to receive tailored support and achieve their goals.

16. Ensure all tracking records are maintained and securely stored.
17. Ensure all records of training-internal and external, specialist referral, job search, language, literacy and numeracy or driver training.
18. Ensure progress reports are completed against required plans as requested.
19. Support staff to build capacity to complete all reports and promotional flyers so that distributed timelines are adhered to.
20. Ensure legislative and regulative requirements are met always inclusive of privacy, antidiscrimination, occupational health and safety and industrial relations.
21. Action any additional request made by CDP management.

QUALIFICATIONS, EDUCATION, EXPERIENCE & KNOWLEDGE	
EDUCATION REQUIREMENTS	1. Tertiary qualifications in a related discipline (desirable) or previous experience (essential). 2. Ability to operate a manual vehicle and drive on unsealed roads.
EXPERIENCE & KNOWLEDGE REQUIREMENTS	1. Experience in the employment services sector in remote areas. 2. Ability to travel to all sites to support staff achieves their outcomes. 3. Demonstrated ability to analyse policies, procedures or legislation to solve problems or respond to enquiries. 4. Proven experience in the development and implementation of KPI's for staff. 5. Demonstrated organisational skills to coordinate and balance tasks efficiently in a team environment to achieve key performance indicators and operational targets. 6. Well-developed interpersonal skills, including the ability to mentor staff, facilitate staff training, conduct meetings, and negotiate between parties to effectively resolve problems. 7. Ability to motivate and inspire people to actively participate in work or work like activities to build skills, experience and confidence. 8. High level of written communication skills with the ability to write standard correspondence, reports, submissions and proposals that require original content. 9. Ability to develop positive, collaborative working relationships with a range of stakeholders. 10. Demonstrated ability to communicate effectively and sensitively with indigenous people. 11. Demonstrated experience or awareness of issues affecting people in remote indigenous communities. 12. Demonstrated knowledge and competence to be a safety leader and maintain a safe workplace.
OTHER REQUIREMENTS	1. Previous experience living and working in remote communities. 2. Experience and/or qualifications in human services, employment services, community welfare, social work or community development. 3. Knowledge and experience of case management and its practice with clients demonstrating complex needs and who may be culturally and linguistically diverse. 4. Ability to process comprehensive information on computers and online platforms.
PHYSICAL REQUIREMENTS	The occupant of this position must hold a current Criminal History Check (within the last 3 months) and a current Working with Children's Clearance. The position holder's employment conditions are as set out in the holder's letter of employment offer and in the Victoria Daly Regional Council Enterprise Agreement 2018-2021.
APPROVED By JOANNE SANGSTER CHIEF EXECUTIVE OFFICER	**DATE APPROVED** 5/2/19