



Position Description

Position title:	COACH Mentoring Program Coordinator
Hours of work:	Part Time .5 EFT (15 Hours - Monday, Tuesday and Thursday)
Employer:	OneCare Geelong Ltd
Reporting to:	CEO
Salary:	SCHADS Award, Level 4

Applications close Thursday 17th September 2020

About OneCare Geelong Ltd Overview

OneCare Geelong is a faith-based community organisation committed to building community, restoring hope and changing lives. OneCare Geelong provides a range of services that aim to build and strengthen relationships and social connection opportunities for anyone in the community who is isolated, marginalised, or in need of support.

OneCare Geelong is a community hub located in Geelong West. Along with the COACH Community Mentoring Program, OneCare offers a variety of services including counselling, community meals, food access and life skill building programs.

About the COACH Community Mentor Program

COACH (Creating Opportunities and Casting Hope) is a National Community Mentoring Program. COACH is a community-strengthening program that aims to empower individuals and families through one-to-one mentoring, breaking generational cycles of poverty and family breakdown. COACH partners with not-for-profits and churches to train volunteer mentors and match them with individuals in need. Over 12+ months, COACH mentees meet with their mentors each week.

A COACH mentor is a friend with purpose, offering practical help and mentoring towards life goals. These goals include education, employment, training, improved mental health, reduction in addictive habits, financial management, housing, family cohesion, decrease in social isolation, and improved physical and emotional wellbeing. Mentoring is a way to bring out the best in people and help them make use of their own resources. It also promotes individual responsibility and builds community cohesion.

About the Role

The COACH Coordinator is responsible for the day-to-day coordination of the COACH Community Mentoring Program. This position will lead, support and motivate a team of volunteer Mentors and

Team Leaders, with the aim of consistently delivering positive services to all Mentees and participants.

In accordance with OneCare Geelong and COACH National policies and procedures, the COACH coordinator will be responsible for recruiting Mentors from local Churches and NGOs, assigning Mentor suitability, accepting referrals, conducting interviews and assessments for potential Mentees, matching Mentors and Mentees, and providing ongoing support to both Mentors and Mentees as required.

This role requires strong organisation and interpersonal skills, as well as the ability to network and engage with a variety of people and stakeholders.

Duties and Responsibilities

Coordinate, lead and meet the requirements of the COACH Community Mentoring Program

1. COACH Program Orientation and Adherence to Policies & Procedures

- Operate within and promote the vision, mission and values of OneCare Geelong and COACH National.
- Adhere to all OneCare Geelong and COACH National policies and procedures, ensure the facilitation of the program is managed accordingly
- Operate the COACH program according to the conditions outlined in the COACH License.

2. Recruitment and Support of Mentors

- Recruit potential mentors through relationship building with local churches, public speaking engagements and social media campaigns.
- Organise and facilitate Mentor training to potential mentors, in conjunction with the COACH National Technical and Training Manager
- Ensure all potential Mentors undergo relevant intake, training, screening welfare and recruitment checks.
- Conduct assessments of possible Mentees into the program in accordance with the COACH Assessment Guidelines, ensuring all matches between Mentees and Mentors are carefully selected for the purpose of minimizing risk and maximizing positive relationships and outcomes.
- Ensure all Mentors and Team Leaders are familiar with their role and are conducting themselves in accordance with the COACH Conduct and Safety Policy.
- Provide Mentors with support to ensure they are equipped to help their Mentees achieve their goals. This support will include, supervision, skill building, debriefing of difficult behaviours and situations, assistance in preparing reports and support with referrals to external agencies where required.
- Oversee the development of the *COACH Support Agreement* between the Mentee and the Mentor.
- Conduct reviews of the Mentee / Mentor relationship and review the *Support Agreement* as outlined in the COACH Community Mentoring Policies and Procedures.

3. Administration

- Maintain appropriate and confidential record keeping including notes and documentation of Mentee support, and Mentee/Mentor files and databases.
- Maintain accurate data, including support offered and outcomes into the COACH National data collection system.
- Provide information and reports to the CEO for funding and reporting requirements.
- Participate in monthly meetings with the COACH National Technical and Training manager
- Attend and participate in regular supervision and support meetings with OneCare Geelong supervisor.

4. Networking

- Actively establish and maintain links with local churches, external agencies and community networks in order to build community services knowledge, positive partnerships and referral pathways into the COACH program.
- Participate in the local regional COACH Network.

Key Selection Criteria

Competencies

- Ability and willingness to work within and promote OneCare Geelong, Christian values and COACH National values and ethos.
- Qualifications or Training in Community Services, Social Sciences, or a related field.
- Experience in providing effective support to those experiencing hardships within the community.
- Ability to lead a program and support volunteers.
- Demonstrate excellent communication and interpersonal skills with program participants, volunteers, and key stakeholders.
- Demonstrate skills in empathetic listening, screening and assessment, and problem solving.
- Ability to provide support to volunteers and participants, including advise on challenging and complicated situations and behaviours, and knowledge of internal and external support services to refer to.
- Good networking skills to establish and develop collaborative networks and partnerships.
- Self-motivated and demonstrated organisational skills with the ability to multitask, time manage, prioritise tasks, and plan to meet service requirements and community needs.
- Ability to work independently as well as collaboratively with a team with a friendly and positive attitude
- Competent computer and record keeping skills and ability to write succinct program reports.
- Working with Children Check and Police Records check

Desired

- Driver's licence and access to a motor vehicle

How to Apply

Please email applications to info@onecaregeelong.org.au by Thursday September 17th 2020.

Please include a cover letter, resume, and a response to the Key Selection Criteria.