

POSITION DESCRIPTION

Position Title	Regional Coordinator
Reports to	Manager of Education
Location	Various locations in Victoria
Employment Type	Casual
Industrial Instrument	Social, Community, Home Care, and Disability Services Industry Award 2010 [MA000100]
Award Stream	Social and Community Services
Classification	Level 3

Position Objective

The Regional Coordinator is responsible for building relationships with stakeholders, supporting Group Facilitators, Emergency Service, and Lived Experience Volunteer Speakers, and coordinating the successful delivery of regional activities. This role involves facilitating diverse groups using a restorative and narrative approach, leveraging experience in therapeutic or psycho-educational programs, and presenting to larger audiences. Programs aim to engage individuals at risk of or involved in risky driving behaviours, as well as those participating in proactive and preventative initiatives, to promote road safety and reduce harm. The role also leads regional initiatives, such as National Volunteer Week, and facilitates education programs as required.

Position Context

Operating under general direction, this role coordinates and delivers road trauma education programs within the region. It involves program facilitation, community engagement, and maintaining relationships with stakeholders, including justice, health, and community organisations. Reporting to the Manager of Education, the Regional Coordinator supports recruitment, contributes to performance reviews, and assists with program planning and evaluation.

While not responsible for direct supervision, the role provides input on regional concerns and supports the development, implementation, and review of programs. Collaboration, initiative, and autonomy are essential to ensure effective program delivery and alignment with organisational objectives.

Key responsibilities and tasks

Team Support and Leadership

- Act as the first point of contact for Group Facilitators, Emergency Service personnel and Lived Experience volunteer speakers in their region, providing support, guidance, and consultation on program delivery and participant concerns.
- Assist with the recruitment and onboarding of Group Facilitators and Emergency Service and Lived Experience Volunteer Speakers within the region.

- Provide input into team performance, including contributing to performance reviews as required.
- Collaborate with the Manager of Education to escalate complaints or complex issues while ensuring Group Facilitators, Emergency Service and Lived Experience Volunteer Speakers receive timely support and direction.
- Foster a supportive and collaborative team environment, encouraging continuous improvement and professional development.
- Arrange, chair, and minute regional team meetings.
- Provide feedback to the regional team on outcomes of programs delivered across the region.

Program Delivery

- Deliver psycho-educational programs within a preventative and educational framework to drivers and individuals at risk of or engaging in risky driving behaviours, as well as community groups, in group settings.
- Provide a safe and supportive space for participants to discuss sensitive topics, including shame, guilt, and trauma-related experiences.
- Assist with program effectiveness in changing attitudes and behaviours by collecting participant evaluation questionnaires/encouraging participation in the online survey pre and post sessions and providing feedback where required.
- Support Lived Experience and Emergency Service Volunteer Speakers by offering pre- and post-program check-ins.
- Actively participate in the development and continual improvement of education programs.

Stakeholder Engagement and Collaboration

- Support the organisation's mission by fostering professional, sensitive, and positive relationships with internal and external stakeholders.
- Develop and maintain professional relationships with local stakeholders, including courts, justice agencies, health organisations, and community groups, to support program delivery.
- Represent Amber Community at regional meetings, forums, and events to enhance program visibility and engagement.
- Collaborate with the Manager of Education to address regional program needs and respond to stakeholder feedback.

Program Coordination and Administration

- Promote Amber Community, its activities, services, and program offerings.
- Assist with scheduling and delivery of road trauma education programs within the designated region.
- Assist with the development and coordinate road safety education to meet the needs of the local community in collaboration with relevant groups/organisations.
- Assist with program logistics, including venue arrangements, participant registrations, and evaluation activities.
- Ensure the reliable delivery of education programs by supporting Group Facilitators and Lived experience and Emergency Service Volunteer Speakers, including availability for after-hours and weekend meetings as required.
- Maintain accurate and up-to-date session records in line with organisational policies.
- Contribute to program reports and evaluations to support continuous improvement.

- Ensure strict confidentiality of participant and organisational information following policies and procedures.
- Provide creative and enthusiastic input to Amber Community's organisational planning and actively contribute to achieving organisational goals.
- Actively contribute to broader organisational projects, including initiatives such as National Volunteer Week.
- Complete flexible program administration tasks during the ordinary spread of hours.

Workplace Health and Safety

- Comply with Workplace Health and Safety (WHS) policies and standards, ensuring personal safety and the safety of others in the workplace.
- Actively contribute to maintaining a safe and supportive work environment by identifying and mitigating risks.
- Participate in regular health and safety training to maintain up-to-date knowledge of workplace safety practices.

General Duties

- Foster a culture that supports the organisation's mission, goals, and values through consistent and aligned practices.
- Participate in Amber Community workshops, events, activities and meetings as required.
- Engage in professional development activities, as agreed, to enhance skills and meet role requirements.
- Be familiar with and adhere to organisational policies, procedures, and ethical guidelines.

Qualifications, Skills & Experience

Qualifications

- Qualifications in group facilitation, social work, community development, adult education, human services, or a related discipline.
- A current Victorian Driver's Licence with a safe driving history
- Comprehensive vehicle insurance with evidence of cover (for travel to Amber Community work locations).
- Current approved Working with Children's Card, or eligibility.
- A satisfactory National Police Record Check.

Desirable

- First Aid Certificate and/or Mental Health First Aid.
- Certificate IV in Workplace Training and Assessment.

Skills & Experience

- Demonstrated experience in facilitating groups, delivering workshops, and presenting to larger audiences, particularly in community-based settings.
- Demonstrated experience in behavioural change interventions.
- Demonstrated experience in working with diverse groups of people.
- Experience coordinating programs, including scheduling, program logistics, and evaluation.

- Strong stakeholder management skills, with the ability to develop and maintain relationships with regional stakeholders, such as courts, justice agencies, and community groups.
- Demonstrated leadership skills, including the ability to support team members and provide input into performance reviews.
- Experience working with participants who may display challenging behaviours.
- Strong communication skills, with the ability to engage with diverse participants, teams, and stakeholders professionally and sensitively.
- Ability to work both independently and collaboratively as part of a team.
- Proficiency in using Microsoft Office 365 programs (SharePoint, Teams Outlook, and other relevant technologies).
- Demonstrated ability to manage time effectively and ensure programs are delivered reliably, including availability for evening and weekend shifts as required.

Desirable

- Previous experience working with individuals impacted by trauma, or experience in delivering road safety or similar community education programs.
- An understanding of road safety issues and current laws will be advantageous.

Acknowledgement

I have read and understand the contents of this position description and accept the following:

- Other duties may be required consistent with my classification from time to time.
- This position description is not to be considered as a complete list of responsibilities.
- My role is dynamic, and I am expected to continuously develop my skills and adapt to changes in the workplace.
- This position description is an evolving document, and I will actively engage in its development.

Full Name:	
Signature:	