

# Position Description – Programs Officer



**Title:** Programs Officer

**Reports to:** State Manager

**Positions reporting into this one:** None

**Key working relationships:**

State Manager, State staff, National Senior Programs Officers, National Volunteer Manager, National Leadership Coordinator, National Office staff, Young People and Families, Volunteers, referral agents, external stakeholders and general public.

**Job summary:**

As Programs Officer you will be responsible for designing, delivering and evaluating a portfolio of peer support, psychosocial and recreational initiatives for Canteen's service users.

You will play a key role in Canteen's psychosocial practices by facilitating peer support opportunities through program delivery and community outreach, ensuring the safety and wellbeing of Young People through their Canteen experience.

You will take a lead role in the coordination of Volunteers and support the delivery of the local Youth Leadership Program.

As Programs Officer you will be a confident communicator, able to engage Young People, Volunteers and the general public about our work. You will develop and maintain relationships with a broad cross section of Canteen referral sources including schools, universities and other not-for-profit organisations, with a key focus on those in regional areas and from diverse backgrounds.

**Role specifics:**

Program Coordination

- In collaboration with National and local colleagues, design and plan a yearly calendar of events including recreation activities and day and overnight programs for Young People living with cancer
- Ensure all elements of Programs and events (e.g. transport, accommodation, meals are organised and resourced effectively within Canteen's operating procedures
- Lead the facilitation of group Programs and events (both in-person and digital) coordinating logistics and a team of colleagues and Volunteers
- In collaboration with the national research team, ensure robust monitoring and evaluation processes are in place for all events and psychosocial Programs
- Strategically design events and activities to foster service user engagement in peer support and psychosocial development
- Recruit, induct and retain Volunteers (including Medical, Psychosocial and Admin Support Volunteers) for Programs and events in line with Canteen's Volunteer management processes.
- Communicate with Young People and parents to engage them in Programs, in line with Canteen's Psychosocial Practice Model, where the identified service pathway is participation in Programs
- Support the coordination of the Youth Leadership Program in accordance with Canteen's leadership framework.

## Promotion and Awareness

- Ensure Programs and events are actively promoted with all promotional materials compliant with Canteen's brand guidelines
- Expand and grow Canteen's reach to young people living with cancer by establishing and maintaining referral relationships with hospitals, schools, higher education institutions and other key referral sources including NGOs, with a focus on regional areas and diverse populations, including Aboriginal and Torres Strait Islander peoples
- Attend and promote Canteen at relevant conferences and networking forums as identified in your state/territory plan
- Deliver Canteen's cancer health education projects in schools and other relevant agencies in conjunction with the national Research, Evaluation and Social Policy (RESP) team.

## Risk Management and Workplace Health & Safety

- Conduct thorough risk analysis of all activities in line with Canteen's risk management guidelines and ensure all sign off is completed to timelines specified in Canteen's operating procedures
- Adhere to all child protection policies and procedures
- Report all incidents, near misses and equipment repairs to State Manager.

## Teamwork

- Commitment to supporting the Canteen Strategic Plan and overall organisational goals and KPIs
- Participate in Canteen's multidisciplinary psychosocial review meetings, team meetings and national meetings
- Commitment to participating in key organisational fundraising and awareness events
- Seek and provide guidance and feedback from others including co-workers, volunteers and Canteen participants.

## Financial management

- Plan accurate estimation of yearly Programs and events costs with State Manager
- Monitor and deliver on program budget expectation as set by State Manager
- Actively seek to minimise operational costs through donations, goods in kind or other possible fundraising channels for programs wherever possible and accurately record in relevant databases.

## **Selection Criteria**

### **Essential**

- Tertiary qualification in education, human services, health promotion, community development, or related fields
- Demonstrated skills designing and delivering engaging Programs and events with significant psychosocial practice elements (e.g. structured group work time)
- Demonstrated abilities in group facilitation, coordination, and management
- Background in supporting young people and families experiencing significant life challenges
- Experience creating and maintaining relationships with education, health and industry professionals
- Demonstrated ability and experience in building fruitful relationships with communities
- Experience in recruiting and managing volunteers
- Current open driver's license, ability to obtain a first aid certificate and the flexibility to travel, work weekends and evenings (with notice) are essential.
- Current National Criminal History Check and Working with Children Check

## Desirable

- Experience working with regional communities and people from diverse backgrounds, including Aboriginal and Torres Strait Islander Peoples
- Certified in First Aid
- ASIST or similar suicide prevention training
- Mental Health First Aid

## Demonstrated Capacity:

### Knowledge/Skills

- Strong organisational/project planning and time management skills
- Strong attention to detail and good initiative
- Ability to think creatively and innovatively regarding recreation and other program activities
- Strong teamwork, communication and networking skills
- Proven ability to facilitate groups of young people for a variety of activities
- Ability to relate to young people, anticipate needs, and to present information in a clear and logical way, and with confidence, to target group
- Good computer and digital communication skills
- Knowledge of legal obligations and risk management relating to activities

### Personal qualities

- Engaging, warm, and friendly, who can inspire people and harness the community's strengths
- Approachable, ability to listen actively, and professional
- High level of integrity, honesty and commitment
- Highly motivated, team player who contributes to maintaining an effective team that is focused on achieving against KPIs for the state
- Open and honest person who seeks and provides guidance and feedback from others including co-workers, volunteers and Canteen participants
- Adaptable to change

### Hours of work

Due to the nature of Canteen's work, you will be required to work weekends and evenings at times. Advance notice will be given when this is the case, and Canteen has a flexible work and Time off in Lieu policy for such situations.

## General Information

- All employees are required to adhere to Canteen's Human Resources Policies during the course of their employment.

## Pre-employment checks

- As Canteen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.
- Canteen will conduct at least two reference checks on successful applicants and will also require proof of any professional qualifications stated on an application.