

Youpla Program Coordinator

POSITION DESCRIPTION

General

The Program Coordinator will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (Financial Rights).

Reporting Relationship

The Program Coordinator Reports to Mob Strong Financial Counsellor & Strategy Lead.

Role purpose

The primary purpose of this role is to ensure the successful planning, execution and completion of coordination tasks for the Youpla Financial Counselling program implementation. This program is part of the Enduring Resolution delivered through Service Australia to eligible people impacted by the ACBF/Youpla collapse. The role is pivotal in ensuring information and financial counselling services are delivered reliably and consistently in a culturally safe manner.

Responsibilities

- 1. Project Planning:** Refine implementation plans to meet the requirements and objectives of the funder and optimise outcomes for program users. Refine project scope, objectives, and deliverables in consultation with project stakeholders. Develop and maintain project plans, outlining tasks, schedules, resources, and milestones to implement the program and meet funder contractual requirements.
- 2. Stakeholder Engagement:** Collaborate with internal stakeholders, including the Mob Strong team and Financial Rights staff. Liaise with external stakeholders including financial counsellors, community legal assistance services, other members of the Save Sorry Business Coalition, the National Indigenous Australians Agency (“NIAA”) and Services Australia. Attend progress meetings with Services Australia and the NIAA.
- 3. Program Governance:** Facilitate regular project meetings, provide updates to Mob Strong leadership and escalate issues as needed.
- 4. Subcontractor Management:** Act as the primary point of contact with subcontractors, coordinating communications and ensuring deliverables are met according to agreed timelines, budgets and specifications. Manage subcontractor invoices for payment.
- 5. Manage travel and outreach:** Organise outreach events in collaboration with the Mob Strong team, sub-contractors, Services Australia and the NIAA. Organise travel, accommodation, venue hire, catering and other logistics as required and within budget and adhering to Financial Rights policies and procedures and within funder guidelines.

6. **Training:** Organise training for staff, external stakeholders and subcontractor staff. Manage logistics and the evaluation of the training sessions. Co-ordinate training for staff and other stakeholders as required.
7. **Data Collection:** Oversee data collection for tracking incoming referrals, outward attempts at contact and completed service provision. Oversee the data collection for tracking client interviews against required milestones for reporting and invoicing purposes, maintaining consistency and accuracy. Liaise with the Finance team and the Mob Strong team to ensure the necessary data is being captured.
8. **Project Documentation & Reporting:** Maintain accurate documentation of project scope, requirements, progress, including providing status reports, meeting minutes and project communications. Generate regular reports to track project performance and outcomes as required under the funding contract.
9. **Coordination with Finance:** Provide timely and accurate information to the Finance team regarding invoicing requirements. Follow up on accounts payable and receivable as necessary.
10. **Change Management:** Proactively manage change by communicating updates and addressing concerns to Mob Strong leadership and stakeholders as required.
11. **Continuous improvement:** Provide ongoing support and troubleshooting throughout the program. Gather feedback and identify opportunities for enhancements and process optimisation.
12. Use First Nations interpreter services as needed.
13. Work with staff to ensure our services are safe and culturally appropriate for First Nations Clients. Assist staff to develop and implement strategies to improve communication with clients and client retention.
14. Contribute to the drafting and maintaining Mob Strong Debt information resources including promotional & educational material, website content, media releases, and other resources.
15. Comply with the Community Legal Centres' Risk Management Guide as applicable, including but not limited to confidentiality, conflict checking, maintaining client files at a high professional standard and entering all client records into the designated database.
16. Act consistently with the Centre's values and Code of Ethics and comply with all applicable policies and procedures.
17. Participate in and contribute to internal or external training or professional development opportunities as required.
18. Contribute to continuous improvement strategies in relation to the policies, procedures and work practise of the Centre.
19. Other duties as required.

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