Position Description

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| **Position Title:** | **Program Coordinator** |
| **Business Unit:** | Programs |
| **Location:** | Sydney, NSW |
| **Direct Report to:** | Head of Programs |
| **Date document prepared:** | December 2023 |
| **Role Status:** | Full time, permanent |

About Australian Network on Disability

The Australian Network on Disability is a not-for-profit organisation that partners with over 425 active members from some of Australia’s largest and most trusted private, public and not-for-profit companies. We are highly respected and trusted, with over 20 years of experience and an amazing internal culture.

We empower our network of members to actively include customers and employees with disability by supporting them to build their understanding and expertise, connect with others and check their progress on access and inclusion.

About the business unit

The Australian Network on Disability runs programs that connect our member organisations with students and jobseekers with disability. The principal programs that the Programs Team coordinate are the Stepping Into Internships and PACE Mentoring programs. Both of these programs provide people with disability workplace exposure and an opportunity to develop their employability skills, while building disability confidence and leadership skills amongst the participating staff from member organisations.

About the role

* The role of the Program Coordinator is to contribute to the success of Australian Network on Disability’s Stepping Into Internships and PACE Mentoring programs by connecting our member organisations to skilled and talented students and jobseekers with disability
* You will provide administration support and coordination to source applicants, match opportunities and monitor progress of placements across the two programs
* You will work closely with the Head of Programs (Sydney) and the other Program Coordinators (Sydney & Melbourne)
* Some occasional interstate travel may be required

Key deliverables of the role

* Manage and maintain accurate program data – including applications, matching information and correspondence
* Assist with internship and mentoring matching process
* Run interviews with students and jobseekers with disability
* Promote and market internship and mentoring opportunities to people with disability through universities, disability employment services and other related organisations
* Build and maintain strong relationships by regularly liaising with universities and other providers
* Facilitate regular information sessions and briefings face to face and online for organisations and prospective applicants
* Assist in the development and implementation of new processes to improve the experience of program participants
* Support applicants and successfully matched interns and mentees with disability via telephone and email to assist with their application processes and ensure they have positive and accessible learning experiences throughout the program
* Manage sensitive conversations with program participants relating to challenges in their internship or mentorship with the support of the Head of Programs
* Produce promotional email content to share with universities and other providers
* Conduct on-line surveys and prepare evaluation reports for Australian Network on Disability members

Capabilities & Experience

* Relevant Bachelors degree, and/or lesser formal qualifications with at least 1 year of relevant experience.
* Excellent organisational skills to manage multiple programs.
* Excellent written and verbal communication, including telephone and videoconferencing use.
* Computer literate and proficiency in Microsoft Office suite
* Experience with online communications, such as website content, social media and e-marketing
* An understanding or willingness to learn disability confidence and accessibility requirements.
* Experience with, or willingness to learn how to use, a Customer Relationship Management system (Salesforce).

Behavioural skills

* Effective and flexible team player
* Highly productive and able to work in a fast-paced high volume environment
* Ability to work autonomously
* Emotional resilience to assist students with disability with applications
* Calm, constructive problem solving style
* Confidentiality of information
* Commitment to continued learning
* Integrity, honesty and trust
* Friendly, engaging manner and a positive attitude
* Eager to learn

Safety

* Understand and comply with Australian Network on Disability’s policies and procedures
* Actively support, promote and demonstrate commitment to Work Health and Safety
* Willingness to report any hazards identified

Alignment to our Values

* **Collaborative** - We actively participate, listen, and proactively seek out and share information.
* **Open** - We have courageous conversations, say when we need help and communicate authentically and respectfully.
* **Flexible** - We explore new ways of doing things, we learn from experience, and we adapt to changing circumstances.
* **Ambitious** - We celebrate successes, demonstrate respect, accessibility and inclusion at all times and we actively strive to maximise Australian Network on Disability’s impact.