

POSITION DESCRIPTION

Position Title	Service planning and Coordination Officer		
Team	Diverse Care		
Classification	SCHADS Level 4	Employment Status	Full time
Position reports to	Manager Service Planning and Coordination		
Location	Southeast Melbourne, primarily based in Dandenong		
Last revised on	May 2025		

COMPANY PROFILE

Southern Migrant and Refugee Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The primary purpose of this role is to work collaboratively with SMRC's clients to plan, organise, deliver and maintain a high standard of service/program delivery.

A key function of this role includes the coordination and management of client transport logistics, ensuring timely, safe and culturally appropriate transportation is provided to support service access and delivery. The role is also responsible for overseeing the day-to-day management of SMRC's fleet ensuring compliance with relevant regulations and standards.

The Service Coordination and Delivery Officer will work with the Case Management Team and Workforce Team to plan, coordinate, facilitate and monitor the provision of high-quality, culturally safe services. This includes ensuring optimal resource allocation, effective communication pathways, robust processes, accurate documentation, and adherence to timelines.

Key Responsibilities

SCHADS Award Characteristics of this level –

- Contribute towards establishing work related procedures.
- May be required to supervise various functions within the work area or activities of a complex nature.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity and operational aspects of the work performed.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Core Responsibilities of the role

- Work collaboratively with Case Management Team on the identified needs of the client to ensure service/program delivery meets their needs and monitor external referral and/or changes in client conditions.
- The role will provide a consistent, professional approach that implements and reflects the objectives of the programs and in line with relevant policy, legislation and industry standards. This will include, collaborating with the Case Management Team and Workforce Team to plan, coordinate, facilitate and monitor the provision of high-quality, culturally safe services are delivered.
- Review and support the development of processes and timelines for consistent service delivery that meet the program standards and aligns with SMRC's principles.
- Logistical management of service delivery including planning and development of programs that meet the identified needs of SMRC clients, as per Position objective.
- Undertaking risk assessments and risk management activities, including incident management and resolution.
- Ensure service delivery staff are appropriately informed of all changes relating to registered risks.
- Entering of client information, in an accurate and timely manner into SMRC's CSM system, for reporting requirements.
- Respond to feedback, incidents and complaints in a timely manner and escalate as required.
- Work within allocated budget.
- Provide regular reports on activities and achievement of objectives, actions and performance measures to the Manager Service Planning and Coordination.
- Attend relevant network meetings as required.

Team Responsibilities

- **Accountability for KPIs:** Ensure performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.

- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible clients.
- **Relationship Building:** Foster positive relationships through role modeling, practical support, and participation in program activities and events.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Managers direction, contributing to the strategic plan's success.
- **Continuous Improvement:** Contribute to a practice of Continuous Improvement in all areas of work.
- **Client confidentiality and dignity:** Ensures a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respects clients' privacy. Understands systems and policies for protection of client.
- **Effective team member:** Assist other team members during high-demand periods or staff absences.
- **Cultural awareness:** Ability to perceive own cultural beliefs, values, and customs, and to understand how they shape our decisions and behaviour.
- **Communication and relationship building:** Effectively communicates and maintains professional boundaries with clients, staff and key stakeholders.
- **Innovation and Initiative:** solution-based responses, demonstrating an innovative approach when responding to client choice and decision making

Key Selection Criteria

Qualifications

- Diploma in Community Services.

Key Knowledge Areas – Role specific

- Demonstrated experience and knowledge about issues affecting CALD clients
- Experience in logistical management of service delivery, including client attendance, communication pathways, processes, documentation and timelines are in place for smooth delivery of the program.
- Trained in or experience of trauma-aware care.
- Demonstrated ability to handle the challenges that occur in an organisation driven by change and innovation.
- The ability to work with complex client/workforce situations, forecasting and managing risk within a community services environment.

- Proactive approach to service delivery, including being a motivated self-starter and having the ability to work flexibly and effectively within both a multidisciplinary team and under minimal supervision.

Key Knowledge Areas – General

- Demonstratable knowledge and experience in delivering exceptional client service.
- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrate SMRCs Values in all work and communications.

Requirements

- Current Victorian drivers' licence and own vehicle
- First Aid certificate and CPR

Staff reporting to this position

None

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.

- Participate in professional development by actively participating in staff development workshops and training programs.
- Manage own risk and ensure that risks are identified and reported.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date