

BIZLINK JOB DESCRIPTION

Position: Team Coordinator

Manager: Site Manager

Key Responsibility: To assist the Site Manager with contract related operations; registration activities; supervision of Coordinators and organisation of job search and support activities at a site level. Provide Coordinator support and mentoring.

The Team Coordinator role varies from site-to-site depending on site need. The SM and TC must clarify expectations and discuss any changes to the role as site needs change e.g. through growth, addition of new staff etc.

1. SITE OPERATIONS

- 1.1 Reports to the Site Manager on staff performance, job search, support and registration activities as required and performance against site-specific targets.
- 1.2 Assists and mentors employees with registration, job search and support activities in accordance with procedures, policies, objectives and contract requirements.
- 1.3 Assists the Site Manager with recruitment and selection of site staff as required and assists with associated inductions.
- 1.4 Liaises with the Site Manager to ensure site Coordinators receive regular supervision and performance feedback, including performance appraisals, the assignment and monitoring of caseloads and identifying training needs. Liaises with the Site Manager to coordinate and/or facilitate appropriate training and development.
- 1.5 Assists the Site Manager with day-to-day operations of the site as directed by the Site Manager.
- 1.6 Proposes improvements to systems, procedures, equipment and training to reduce and eliminate quality breaches or continuously improve as per internal and external audits, COIN's or ICAN's.

2. TEAM SUPPORT

- 2.1 Liaises with relevant staff regarding new registrants, vocational development, career development, job starts and job separations. Provides information to assist with prioritising and organising capacity building, job search, job start, support and vocational development activities.
- 2.2 Depending on site needs, maintains a caseload, as per the Support Coordinator Job Description.
- 2.3 Supports the team of Coordinators to ensure objectives are achieved and assists them as detailed on their job descriptions, with attention to: planning and prioritising activities; contact with employers, co-workers, clients and their support network; Job Plans being current and individualised; ensuring transport training, vocational development activities, and support meet individual needs; completing all quality and compliance documentation as per the Quality Procedures and Department Guidelines.

3. GENERAL

- 3.1 Performs all duties in a manner commensurate with BIZLINK values and the National Standards for Disability Services; represents BIZLINK and people with disability in a positive and professional manner.
- 3.2 Undertakes all activities as detailed in the Policies and Quality Procedures, including: maintenance of records that evidence activities; any reporting requirements; updating data bases.
- 3.3 Builds a positive team spirit, works collaboratively across departments and sites and balances the needs of the team with individual responsibilities.
- 3.4 Attends meetings and functions as required.
- 3.5 Participates in research, staff training and consultancies as required.
- 3.6 Takes appropriate action following any reported complaint or direction from management.
- 3.7 Performs any other job-related duties as directed by management.

Employee Name (Printed)	Signature	Date
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NOTE: when acknowledged in Employment Hero (EH) you do not complete the signature panel. EH provides electronic approval.