

## Canterbury Men's Centre Project

**POSITION:** Service Coordinator

**Employer:** Governance Board, Canterbury Men's Centre  
**Responsible to:** Chief Executive Officer, Canterbury Men's Centre  
**Reports to:** Chief Executive Officer, Canterbury Men's Centre  
**Salary:** As negotiated  
**Hours:** 40 hours  
**Conditions:** As per Canterbury Men's Centre Individual Agreement and any associated Employee Policies

### The purpose of the position is to:

- Utilize the available volunteers/students and other available resources to optimise our goal of happy healthy men.
- Optimise our services to men (currently social work, counselling, coaching) to have the most significant impact in balance with achieving income for both the counsellors and the agency.
- Support the Chief Executive Officer to initiate and accomplish relevant projects.
- Support the fulfilment of relevant research and other projects.
- Manage the Men's Support Hub facility

### Responsibilities of the Position:

The Canterbury Men's Centre Service Coordinator is responsible for:

- Seeing that appropriate social work interventions are occurring for clients and client risk is managed appropriately.
- Engage with existing referrers and develop potential referrers
- Engage with student counsellors and their training institute to see that they are adequately supported.
- Engage with student social workers and their institutions with the aim of having them apply themselves to relevant projects, research, and performing relevant social work interventions.
- Engage with a broad range of clients
- Seeing that our office systems tend to client and other needs at a professional level. Phones/e-mail responses, computers, interview rooms, Work and Income records are available to support CMC operations.
- Managing and training students and other volunteers to accomplish the above two points.
- Our offices/building is maintained, secure and tenant agencies cared for with leases up to date.
- That income from the counselling service is optimised on balance with providing accessible counselling.
- That cash and payments by clients is handled properly and deposited weekly, prior to the weekend. Ensure office supplies are on site.

- That the building, rooms and surrounds are maintained, leases in place.
- Engage with the landlord to support any renovation process should they occur.
- That the counsellors and life coaches we are contracting at the CMC are given clear expectations about their relationship with the CMC and that we have systems to give us good indication that they are providing professional service. This includes an annual contract updated every year.
- Seeing that our clients referred to the contractors are given further support should the contractor require input with the client
- Other duties as required by the Chief Executive Officer

### **Canterbury Men's Centre Project Outcomes:**

The position will contribute to the project outcomes:

- The CMC operates a successful social work practice with healthy referring pathways
- Agency income in relation to revenue is optimised, balanced with the client's need
- Day to day operations of the Men's Support Hub are conducted in a professional manner
- Opportunities to achieve our mission of Happy Healthy Canterbury men are generated and developed with approval by the Chief Executive Offer.

### **Key Areas of Accountability**

<b>Accountability Area</b>	<b>Tasks</b>
<b>Relationships managed in a healthy manner</b>	<ul style="list-style-type: none"> <li>➤ There are many relationships in this role and the effective engagement with stakeholders, board, clients, contractors, CEO, students, volunteers is demonstrated.</li> <li>➤ Referrers have a positive impression of our service and that a range of men are using them.</li> </ul>
<b>Contracted (Counsellors/Coaches/any new contractors) services</b>	<ul style="list-style-type: none"> <li>➤ Contracts are up to date</li> <li>➤ Contractors are performing at a professional level and we have reason to believe they are doing so</li> <li>➤ We have adequate contractors of sufficient type to provide services without significant delay.</li> </ul>
<b>Social Work services are professional, engaging and effective</b>	<ul style="list-style-type: none"> <li>➤ We have adequate student numbers at most times to cover our Needs assessments as well as phones and other reception duties</li> <li>➤ Students/volunteers engaged and informed at a practice level operating at a professional level</li> <li>➤ Clients receive timely relevant care</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>➤ Appointment diary up to date and client reminders sent. Client communications are well managed.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Cash, credit card, and EFTPOS transactions are processed correctly</li> <li>➤ Work and Income related clients are administered</li> <li>➤ Clients (existing and new) receive effective, professional responses in relation to scheduling</li> <li>➤ Offices systems are fit for purpose and maintained</li> </ul>
<b>Building/Office Maintenance</b>	<ul style="list-style-type: none"> <li>➤ See that the offices and associated building is well presented.</li> <li>➤ Ensure space is managed in the most effective way to achieve our goals.</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>➤ Support and work alongside colleagues/ volunteers to fulfil the requirements of the various projects undertaken by the CMC</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>➤ Good news stories related to men and others at the hub are put on our facebook page</li> <li>➤ Other duties as defined with CEO</li> </ul>

### **Key Competencies/Knowledge/Skills/Experience**

- Formal training as a Social Worker
- Membership in the ANZASW
- Experience with client management and social work interventions
- Ability to develop and maintain effective operations systems
- Ability to train social workers (students)
- A capacity to respond creatively at a clinical and at an agency strategy level.
- General understanding and sympathy of issues for men
- Knowledge of local agencies (counselling and community)
- Ability to work independently and collaboratively with a team
- Administrative skill-set including knowledge of Microsoft office