



**COORDINATOR, PROGRAM
ADMINISTRATION (VIC)**

POSITION: Coordinator, Program Administration (VIC)

RESPONSIBLE TO: Team Manager, VIC Programs & Government Liaison

CONTRACT: Permanent

Reach is a for-purpose youth organisation that aims to improve the wellbeing of young people so they can get the most out of life.

OUR VISION

That every young person has the support and self-belief they need to fulfil their potential and dare to dream.

OUR MISSION

To encourage young people, no matter what their circumstances, to believe they can achieve.

Each year at least 30,000 young people aged 10-18 experience Reach through our youth-led workshops – designed and delivered by our young crew. Our workshops are safe and supportive spaces where teenagers can share stories and experiences honestly, improve their self-awareness, and build deeper more meaningful connections. Independent research has found that Reach can improve the wellbeing of young people by significantly enhancing their feelings of meaning and engagement.

For the past 22 years, Reach has improved the wellbeing of over 780,000 young people.

WHO ARE THE CREW?

The Reach Crew is a group of young people who are committed to creating, designing, and delivering experiences for other young people to learn more about themselves and connect with others. The Reach Crew consists of both volunteers and casual employees.

OUR CORE VALUES



GROWTH

Challenging ourselves to explore the unknown and break out of comfort zones



HONESTY

Be authentic and open with trust, understanding and vulnerability



INTEGRITY

Aligning our words and actions



CONNECTION

Engaging with trust, understanding and vulnerability



PASSION

Demonstrating heart, fire, inspiration and strength in all that we do



RESPECT

Appreciating and valuing people, opportunities and property

PURPOSE AND FOCUS OF THIS ROLE

The Program Administration Coordinator is an integral supporting role in the Programs team, responsible for providing effective logistical and administrative support to enable the smooth delivery of Reach Programs and working in close collaboration with Program Managers and Coordinators. The Programs team is a part of the broader Services team and is responsible for the management of Reach program activity. The purpose of the Services Team is to be the engine that drives and brings to life the Reach philosophy, engaging our stakeholders and delivering sustainable, exceptional programs to young people.

POSITION ACCOUNTABILITIES

- Coordinate the workshop booking processes across both Education and Community programs, including administration of confidential participant information, preparation and distribution of general information.
- Update VIC Outlook Programs calendar to ensure that all VIC Programs activity is accurately recorded.
- Coordinate and administer all logistical requirements for workshops and events including equipment, vehicles, venue set up and catering.
- Undertake scheduled stock inventory activities, purchasing and managing supplies. This will include liaison with Services team staff, Reach Crew and external suppliers as well as maintaining the Programs logistics room.
- Organise travel and accommodation arrangements for Reach Program activities, where required.
- Distribution and collection of evaluation materials to relevant stakeholders.
- Manage volunteer assistance to ensure the timely input of workshop Program Evaluations, and collate both online and paper evaluations each quarter.
- Manage volunteer assistance for other Programs' administrative tasks, including data entry.
- Ensure all website enquiries for Reach Programs are responded to or forwarded to the appropriate Program Manager in a timely fashion.
- Undertake general administration duties related to Reach's workshop portfolio. This will include the filing, collection and distribution of participant forms, generating attendance lists, marketing collateral and other workshop related information and materials.
- Administer payments for Education and Community workshops in a timely and accurate fashion including taking credit card payments, liaising with the Finance team and distributing invoices, and receipting.
- Prepare materials and documents required for Community program delivery.
- Be an active member of Reach's Safety Committee, implementing OH&S requirements and audits within the VIC Programs team.
- Collaborate with Services team members to facilitate the consistent use of the CRM system for all record keeping purposes.
- Maintain an active knowledge of the CRM system to aid with trouble shooting and staff upskilling as required, and liaise with database developers to solve any arising issues.
- Maintain up-to-date records of all Education and Community programs, including invoicing, attendance and booking details.
- Ensure that responsibilities are delivered on time and with attention to detail, in line with the requirements and expectations established by the Team Manager, VIC Programs.
- Maintain an up to date understanding of, and commitment to, Reach's philosophies, programs and messages at all times and be able and willing to advocate for Reach, as opportunities arise
- Actively comply with Reach's Young Persons Wellbeing Policy, EEO and OHS&E policies and programs, which include staff members accepting responsibility for taking reasonable care of their own health and safety and of the health and safety of others
- Complete other tasks as required, in consultation with the Team Manager, VIC Programs.

KEY SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE

- Qualification in Office or Business Administration or a related discipline (or at least two years' equivalent professional experience, preferably in a community setting).

SKILLS

- Exceptional administration and organisation skills with a high level of attention to detail.
- Demonstrated experience working with database systems and Excel spreadsheets, including working with data.
- Excellent computer literacy and substantial experience using a range of software including Word, Excel, Outlook etc.
- Understanding of general business and office protocol and processes and experience improving efficiencies.
- Ability to multi-task and manage various tasks at one time, and demonstrating initiative and autonomy.
- High level interpersonal communication skills, both verbal and written.
- Demonstrated experience working collaboratively within a multi-disciplinary team.
- Demonstrated experience in developing and maintaining meaningful professional relationships with young people.

VALUES / ATTRIBUTES / ATTITUDE

- Commitment to the shared values and philosophies of Reach, including being open and willing to engage in Reach's work
- Strong teaming and service orientation, with the ability to be a great team contributor
- Self-motivated and assertive, possessing a positive, constructive and "can do" attitude
- Resilience and ability to cope with periods of high workloads
- Possessing a "growth mindset" and an openness to change.

ADDITIONAL INFORMATION AND REQUIREMENTS

- This position is based primarily at the Reach Dream Factory in Collingwood.
- Applicants must have the right to live and work in Australia.
- Any offer of employment at The Reach Foundation is subject to a satisfactory Working with Children Check prior to starting employment.
- Some after-hours work may be required for this role. Time in Lieu arrangements are in place, to compensate for the working environment and subsequent working hours that occur outside of standard business hours.
- Salary packaging arrangements are available to all Reach employees.

SO...

IS THIS YOU?



WHY WORK AT REACH?

We are an inspirational and dynamic youth not-for-profit organisation that maintains a strong youth voice throughout our organisation.

Reach has a vibrant and collaborative culture where people are energetic and passionate about making a difference in the lives of young people to help them reach their full potential.

At Reach, we encourage our people to develop skills and to grow within the organisation. Also, our people have access to a range of competitive staff benefits and the opportunity to work in a creative and fun workplace with like-minded people working both independently and as part of a team.

Overall, we are constantly striving to encourage our own people and all young people, no matter what their circumstances, to achieve their dreams.

YOU GET TO MAKE A DIFFERENCE

- We value people being real and honest with each other.
- We encourage people to think about and do things differently.
- Reach is a strong and well-known brand in the NFP sector with the support of large corporate partners.
- We are a progressive employer which embraces diversity and equality.
- Reach is built on a positive youth development model, promoting well-being by creating safe and supportive spaces where young people can share their stories and experiences, improve their self-awareness and build deeper, more meaningful connections.

IT'S SERIOUSLY FUN

- Our workplaces are creative and vibrant.
- Reach has a “young energy”.
- Staff, volunteers and visitors find Reach to be a warm and friendly environment.
- Our workplace vibe is fun with a lot of laughter, music and fun activities in the office.
- There are fun opportunities with other employees at camps and internal training sessions.
- Our open plan offices enable good contact and easy access to other employees.

THERE'S ALWAYS ROOM TO GROW AND YOU'LL CONSTANTLY BE INSPIRED

- We encourage people to follow their dreams, no matter what their circumstances.
- Reach encourages individuals to develop skills, careers and growth within the organisation.
- There are growth opportunities for crew and volunteers with suitable skills and experience to progress to staff roles.

HAVE SOMETHING TO SAY? GOT A GOOD IDEA? LET'S HEAR IT!

- Our environment is very collaborative.
- Supportive peers and managers frequently celebrate small wins and group success.
- Managers are supportive of employee's personal and professional goals.
- Managers are responsive to employee's ideas and issues.
- Good communication systems enable employees to know what is happening at all levels of the organisation.

THE PEOPLE ARE GREAT. AGAIN, IT'S SERIOUSLY FUN

- Employees are encouraged to be authentic and to be open with others.
- Our people are young at heart with lots of energy, enthusiasm and drive.
- Reach people are like-minded in terms of their interest in helping people to realise their full potential.
- We have a collaborative and supportive culture with ongoing celebrations and activities.
- There are opportunities to be creative at Reach, and creative things happen around you all of the time.
- Reach feels very much like working within a family business with family and friends.
- Reach's culture is vibrant and collaborative, and is built around the Reach values – Growth, Integrity, Passion, Honesty, Connection and Respect.

THE ICING ON THE CAKE

- **Speaking of cake...we ALWAYS have cake for someone's Birthday (which seems to be every few weeks!)**
- **Salary packaging increases the take home cash for staff via general expenses, meal and travel and hire, lease and entertainment packaging options.**
- **Our Employee Assistance Program offers free, confidential counselling for staff and their family members.**
- **We support good work-life balance for our people.**
- **Our staff can attend Reach programs.**
- **We have a number of flexible work arrangements: for example, self-funded leave (up to extra 4 weeks per year; compressed work week; part-time roles).**
- **Paid study leave is available to our staff.**
- **We have a staff learning program for work-related development.**
- **Our managers are supportive surrounding return-to-work following maternity leave.**
- **Reach offices (VIC and NSW) are easily accessible via transport links and close to shops and cafes.**