



## Position: Network Coordinator (24 Hours/Week)

### Organisation Overview

**Leep enables people to use technology in an increasingly digital world.** We support all people to build digital skills and confidence, to close the digital divide and reduce social and economic exclusion through one-on-one digital mentoring.

We welcome high achievers, who share our passion for social justice and inclusion, can engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors), are digitally savvy and are excited to take on new challenges with initiative and creativity.

### Position Overview

The Network Coordinator position is responsible for:

- **Network maintenance:** You will liaise across Leep's network of digital mentoring programs. You will develop relationships with and be the main contact for volunteer digital mentors, clients (learners) and outreach partners. You will monitor and maintain Leep outreach systems to ensure the smooth running of digital mentoring programs;
- **Network development:** You will work with the Head of Digital Inclusion to develop and improve outreach systems, maintain and develop partnerships, deliver strategic outcomes, and to identify gaps and growth opportunities within the network;
- **Events and Promotions:** With Leep's communications team, you will organise and coordinate events to maintain the network's strength and to help it grow, promote Leep's work and help to achieve the outcomes of each program and create and maintain relationships with external stakeholders.

Other responsibilities include:

- Following a program of work and documenting performance of activities;
- Liaising with other team members to keep them informed of your progress;
- Other administrative duties as required.

The position will be based at Leep NGO's office in Penrith, and involves travel throughout Western Sydney. Flexible working conditions are available for the right candidate.

The position is based on a 24-hour week and is contracted until 30 June 2020, with the possibility of extension depending on achievements.

### Characteristics of an Ideal Candidate

The Network Coordinator will display the following characteristics:

- An interest in digital inclusion and social inclusion;
- Rigorous attention to detail;
- Flexibility and the ability to multitask;
- Confidence working with people from different social, economic, cultural and linguistic backgrounds, including older people and people with disability;
- Can work methodically to maintain and improve systems;
- Tech savvy;

- Confidence in learning new skills;
- Ability to be a team player and achieve common goals.

### Required Skills, Knowledge and Qualifications

#### Skills:

- Strong communication and engagement skills;
- Organisational and time management skills;
- Fluent written & spoken English;
- Time-management skills and the ability to meet deadlines;

#### Qualifications:

- Relevant qualifications or equivalent experience in a similar role;

#### Other:

- A current NSW Driver's License and a comprehensively insured vehicle to use for work purposes;
- Willingness to work flexible hours when required;
- Commitment to social justice.

### Desirable Skills, Knowledge and Qualifications

- Understanding or experience in the not for profit sector;
- Experience in volunteer management;
- Experience using databases and project management software such as CiviCRM and Trello.

### Award

You will be employed under the SCHADS Award Level 3.1 (\$31.98 per hour), the Leep NGO Staff Agreement and Contract of Employment.

### Extent of Authority

The Network Coordinator will be directly responsible to the Head of Digital Inclusion. In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

### Responsibilities

- Coordinate with stakeholders to ensure the smooth operation of Leep outreach activities;
- Assist Head of Digital Inclusion to formalise partnerships;
- Coordinate Leep digital mentoring programs including the Leep in Lab and manage volunteer digital mentors;
- Update, maintain & monitor Leep outreach systems including bookings, Trello boards, CiviCRM database and email communications;
- Handle inquiries from volunteer digital mentor and learners;
- Attend outreach program launches;
- Visit outreach sites as needed and provide support for volunteer digital mentors;
- Monitor & collect data and report on activities to the Head of Digital Inclusion and relevant funding bodies as requested;
- Contribute to project and organisation expansion by assisting the development and implementation of business development plans;
- Assist in promotional activities for Leep's services;
- Ensure the targets are met according to schedule;
- Prepare for and attend support and supervision with direct supervisor on a bi-monthly basis.

### Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team member engages with them to the best of their ability.

- Professionally representing Leep at public events and effectively communicating our purpose and values.
- Undertake training appropriate to the position.
- Participate actively in staff meetings, staff appraisal/supervision mechanisms, and organisational planning sessions.
- Work collaboratively with other team members on a day to day basis in the running of the organisation in accordance with the 'Staff Common Responsibilities' booklet, by sharing skills, resources, projects and ideas.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Participate in the development and activities of other Leep NGO projects as required.
- Incorporate access and equity principles in the development of projects and activities and through the provision of training, resources and information.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.
- Participate in providing information for communityNet which is relevant to Community Services across NSW.

Key Relationships	
Internal	External
<ul style="list-style-type: none"> <li>• Leep Board of Directors</li> <li>• Leep Chief Executive Officer</li> <li>• Leep Head- Digital Inclusion</li> <li>• Leep Team</li> <li>• Volunteers and students</li> </ul>	<ul style="list-style-type: none"> <li>• Corporates</li> <li>• Aged and disability services</li> <li>• Community Organisations</li> <li>• Local, State and Federal government representatives</li> </ul>

Key Results Areas	Performance Measures of the Position (annual)
Leep Outreach	<ul style="list-style-type: none"> <li>• Stakeholders engaged in a timely manner;</li> <li>• Systems maintained for communicating with outreach volunteer Digital mentors and outreach partners;</li> <li>• Up to 30 Leep outreach sites supported.</li> </ul>

### Work Health & Safety

Leep NGO is committed to Work Health and Safety (WHS) practices which reduce risk, prevent injuries and promote work satisfaction. Leep NGO strives to provide all staff, clients, volunteers, and board members with a safe and healthy environment.

All staff members are responsible for identifying any WHS issues. These issues must be reported to the WHS Representative who will then undertake appropriate action.