

# Team Coordinator

## (Service Design & Delivery)

June 2021

<b>Reporting to:</b>	Director or Service Design & Delivery	
<b>Direct Reports:</b>	None	
<b>Status:</b>	Permanent	30 hours over 4 or 5 days per week negotiable
<b>Salary range:</b>	\$58,000 per annum plus super pro rata to 30 hours per week	
<b>Location:</b>	Pyrmont, Sydney (Working from home supported due to Covid-19)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

### About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

### About the role

ReachOut is in an exciting phase of the organisation's development. We are undertaking a major service design and innovation program that will help shape the future of youth digital mental health services.

We're looking for an exceptional Coordinator with a passion for making the world a better place. If you are inspired to help deliver on some of the greatest challenges of our time - building social impact, developing greater community resilience and support for youth mental health, then this may be the right gig for you. Working with talented, go-getting, interesting, curious, and passionate people – all with a fundamental shared sense of purpose.

We are looking for someone who is an organised and proactive team, activity and project coordination superstar. You'll contribute to a great working culture in which we all collaborate generously and support each other to deliver the best and most impactful service we can.

## Your key responsibilities are:

### Coordination

- Support the progress of the innovation program of work by assisting with program and progress updates
- Coordinate and schedule meetings and workshops across the internal team - including ensuring meetings are aligned to key priorities.
- Support the team to have effective meetings – prepare and distribute agendas, research attendees, write or request briefing notes, distribute minutes, follow-up action items, and provide tech support as required.
- Coordinate the diaries of the SDD leadership to ensure significant and prioritized meetings, workshops and events can be scheduled.
- Draft and edit high-quality correspondence, communications, presentations and other items
- Coordinate updates to the product roadmap.
- Maintain a central external reporting database and coordinate the completion of reports to funders.
- Coordinate and update the team's Confluence space.
- Coordinate fun and creative activities or events for the team to participate in.

### Administration

- Complete administrative tasks such as finance expense reconciliations and processing invoices.
- Manage travel arrangements and bookings
- Ensure contacts are accurately maintained in Salesforce

### Project management

- Coordinate small projects across the team.
- Create engaging content - keeping our teams updated and informed with blogs, articles and events
- Complete research to inform product and service development.

## You work closely with:

With	Purpose
1. Director of Service Design & Delivery	Provides ongoing leadership, management and support
2. Head of Digital, Head of Service Delivery	Works with the Coordinator to coordinate cross team meetings and to brief on key tasks and projects
3. Service Design, Delivery and Digital Teams	Coordinate meetings and projects across the team

**To be successful in the role, the following experience is preferred:**

**Personal qualities**

- Organised, detail-oriented and efficient.
- Proactive and always looking for opportunities to help the team thrive.
- Passionate and inspired however, anchors this within a pragmatic capability to be effective and get the job done
- Highly emotionally intelligent in the way you understand people and build out outcomes and support the team you are working with
- Have a positive and constructive attitude of 'how might we?' rather than 'it won't work because...'
- Embrace diversity and are highly receptive to new ideas and people who are different. Your positive energy inspires those around you to consistently achieve goals.

**Skills and experience**

- Experience in office/project/event coordination and administration
- Experience in scheduling & coordinating meetings and workshops
- Excellent communication and stakeholder skills
- Excellent time management skills
- Excellent calendar management skills

**We also think it would be useful to have:**

- Comfortable leading small projects and coordinating stakeholder expectations and dependencies.
- Digital product, service, content, community and /or campaign experience desirable
- Experience with CRM and collaborative applications e.g. Confluence