



SWAN Coordinator – Job Description

Background

South West Autism Network Inc (SWAN) is a small not-for-profit charity organisation based in Busselton and servicing the south west region.

We provide information, resources, support and referral to children, teenagers and adults with autism and their families, face-to-face, over the phone, by email, website and social media, with a focus on bridging service gaps in our community. SWAN provide social and friendship group programs for primary school aged children (AutStars), adolescents and young adults (YES Program), and run camps for parent carers, in addition to other projects funded through grants.

Key Roles and Responsibilities

- Coordinate ongoing development and growth of SWAN and build opportunities to conceive new or extend existing programs.
- Maintain knowledge of directions within the field of autism and disability, including contemporary philosophy and practices; relevant Government policy and legislation; access standards and issues relating to disability.
- Facilitate and deliver opportunities for raising acceptance of autism and of SWAN and promote activities that support community inclusion and social participation for people with autism and related developmental disabilities.
- Develop resources (print, website, multimedia and social media) targeting relevant stakeholder groups to increase engagement with SWAN projects.
- Manage the day to day delivery of services to SWAN clients.
- Develop productive relationships and networks with key stakeholders to support the development of SWAN projects, and participate in effective partnerships for the benefit of the community, SWAN members, programs and the organisation.
- Provide supervision and support for SWAN employees and volunteers and students on work placement.
- Further develop and maintain processes and systems that enable resource management, sound customer services and program accountability.
- Participate in internal and external communications including conferences and meetings as required.
- Ensure best practice delivery of services
- Identify, address and document key issues, feedback and complaints relating to the SWAN services and programs.
- Provide advice on program directions to the SWAN Board of Management and ensure outcomes, contracts and budgets are effectively managed from planning to success.
- Prepare analyses and reports as required.
- Develop, maintain and implement consistent policies, procedures and practices, and promote their use within the team.
- Participate as a cooperative team member within SWAN.
- Ensure accurate client records, consistent with organisational standards.
- Ensure privacy and confidentiality of client information.

- Develop, promote and comply with occupational health and safety standards for SWAN, ensuring all staff and volunteers comply with OSH protocols.
- Demonstrate a commitment to developing and maintaining quality assurance systems and maintaining a safe workplace.
- Provide relevant information, support, resources and referral to individuals and families.
- Other duties as required.

Key Attributes

- Excellent consultation, communication and interpersonal skills with the demonstrated capacity to represent SWAN and its programs to a wide range of stakeholders.
- Demonstrated experience and proven capability to deliver program / project outcomes on time and on budget.
- Demonstrated high-level written skills including the ability to prepare easily understood reports.
- Demonstrated contemporary understanding of the disability sector in its current environment, and barriers to community inclusion experienced by people with disability.
- Demonstrated high level of skill and knowledge of person-centred practice.
- Ability to build and sustain effective relationships with SWAN members in order to build a common understanding and address their needs.
- Demonstrated ability to problem solve including developing operational responses to recurring or emerging issues based on knowledge, expertise and accurate appraisal of facts.
- Sound organisational and management skills to develop and improve programs to deliver effective and successful outcomes.
- Ability to lead a team and develop employee and volunteer potential.
- Highly developed planning, coordination, administration, organisational and time management skills.
- Computer Literacy, including Microsoft Office Suite. Experience of content management systems would be an advantage.
- Relevant tertiary qualifications and experience.
- Independent travel capability.
- Current Senior First Aid Certificate.
- Current Police Clearance