

Position Description



The Salvation Army Vision

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus.

Position Title	Mission Coordinator	Date Approved	
Reports To	Corps Officer	Department & Location	NSW/ACT Division
Classification	HAYS Level 13	Employment Term	5 year contract – 38 hours Monday to Friday.

Position Purpose	To cultivate a community hub where The Salvation Army mission is expressed and extended: <i>caring for people, creating faith pathways, building healthy communities, working for justice.</i>
-------------------------	--

Scope	No. Direct Reports: 6 Retail Manager <ul style="list-style-type: none"> • Café Manager • Spiritual Zone Lead • Concierge • Events Coordinator • Community Engagement Worker 	No. Indirect Reports: Up to 15 volunteers	Revenue:	Budget:	Other:
--------------	---	---	----------	---------	--------

Key Accountability Areas		Key Responsibilities	Success Criteria
1		<p>Spiritual oversight of the entire space: (10% of role)</p> <ul style="list-style-type: none"> • Develop strategy for how faith pathways will be accessed and explored in the space • Train and mentor team members (includes volunteers) who are facilitating faith exploration in the space • Oversight of the spiritual zone • Engage visitors in conversations regarding matters of faith and assist them to explore faith pathways <ul style="list-style-type: none"> ○ Be a listening ear ○ Pray with people 	<p>Evidence that the spiritual, social and pastoral needs of the community are identified and addressed in a consistent and sensitive manner.</p> <p>Increase in number of people using the space to explore faith pathways</p>
2		<p>People and Culture: (40% of role)</p> <ul style="list-style-type: none"> • Recruitment of team members • Onboarding new team members • Coach team members to effectively perform their role and deliver the customer experience • Guide the learning and development of team members • Performance management of team members • Set and maintain culture • Run daily & monthly team meetings <p>Role Model Key Behaviours:</p> <ul style="list-style-type: none"> • Explain what the new space is and why The Salvation Army created it • Recognise and get to know regular visitors • Maintain an up-to-date knowledge of daily activities and events in the café and spiritual zones and proactively let visitors know about them • Connect community members to each other, where there are shared interests or opportunities to collaborate on local issues 	<p>Team members understand their role and are confident in delivering the customer experience</p> <p>Team members are up to date with required training</p> <p>There is a clear culture within the team members which reflects the culture of the organisation.</p> <p>Increase employee engagement score</p> <p>Maintain or reduce` staff turnover rates Team meetings are scheduled and conducted monthly.</p>

Key Accountability Areas		Key Responsibilities	Success Criteria
3		<p>Community Outreach: (30% of role)</p> <ul style="list-style-type: none"> Identifies, builds and maintains meaningful connections and partnerships with appropriate community groups which contribute to the overall mission of TSA. Increase awareness of The Salvation Army in the community and develop partnership opportunities Connect the space with the community Identify fundraising opportunities/local grants 	<p>Increase in the number of community members visiting the space</p> <p>Evidence of supportive relationships within the community.</p> <p>Positive feedback is received from the community and other stakeholders about the space, events and programs. Increase in awareness of The Salvation Army in the community</p>
4		<p>Events: (10% of role)</p> <ul style="list-style-type: none"> Ensure events are aligned with the philosophy and KPIs of the space Assess suitability of proposed events and activities, and provide guidance and parameters for their execution Speak and work with community members where events or programs are not suitable or need modification 	<p>Full calendar of events</p> <p>High attendance rates at all events</p> <p>Community groups approach the space, rather than The Salvation Army reaching out</p> <p>All events are aligned to The Salvation Army mission and values.</p>
5		<p>Business Reporting & Communication to Stakeholders: (10% of role)</p> <ul style="list-style-type: none"> Ensure measurement tools are successfully implemented Monthly reporting on agreed KPIs for the space Provide regular updates to internal stakeholders 	<p>All business reporting is conducted in line with policies and procedures.</p> <p>Regular updates are provided to internal stakeholders in order to measure the success of the program.</p>

SELECTION CRITERIA	
<p>Values Skills & Behaviours</p>	<ul style="list-style-type: none"> Self-motivated, high level of initiative and strong work ethic Urgency to action Highly developed interpersonal skills Sound presentation and communication skills (both oral and written) Ability to interact and network positively with a variety of people

SELECTION CRITERIA		
		<ul style="list-style-type: none"> ▪ Ability to prioritise tasks and manage time effectively ▪ Ability to delegate ▪ Team player, flexible with a positive attitude ▪ Sound level of computer literacy
Required experience		
Qualifications & Mandatory Requirements (eg. Police Checks)		<ul style="list-style-type: none"> ▪ A commitment to the Christian faith and mission of The Salvation Army. An ability to offer pastoral assistance, to offer prayer and to explain the Christian Gospel. ▪ A shared desire to achieve the goals of Mission Retail ▪ Appetite to be involved in the local community ▪ Professional development required to maintain skills for the role ▪ Hold a current NSW Working With Children Check ▪ Mandatory National Police Check
National Capabilities	<i>Leading Faith Communities:</i> Provides Christian Leadership	<ul style="list-style-type: none"> ▪ Leads others with humility, courage, respect, wisdom and love ▪ Inspires others through Christ-like behaviours and attitudes ▪ Provides vision and hope for a better world ▪ Provides authentic feedback or counsel to others with grace and truthfulness ▪ Seeks reconciliation with others with grace, forgiveness and truthfulness
	<i>Leading Faith Communities:</i> Creates an environment for community worship and spiritual growth	<ul style="list-style-type: none"> ▪ Plans and leads creative expressions of worship appropriate to the context ▪ Researches and adapts biblical and specialist content for contemporary settings ▪ Effectively communicates the gospel ▪ Presents publicly in a positive and engaging manner

SELECTION CRITERIA

	Focus on Self Deals with Challenges & obstacles	Is flexible, adaptable & maintains appropriate self-care Constructively raises and works through issues and challenges and seeks alternative solutions.
	Focus on others Develops Relationships	Builds connections with colleagues and partners within and outside TSA Fosters cooperation across work groups Builds and uses interagency and community connections and partnerships.

THE SALVATION ARMY MISSION & VALUES

The Salvation Army is a Christian movement dedicated to **sharing the love of Jesus**.

We share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

Recognising that God is already at work in the world, we value:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

Signatures:			
	Employee Name	Signature	Date
	Manager Name	Signature	Date