

Position Description

Artlife Engagement Coordinator - Full time, 2 year fixed-term contract

Be a part of a place that values you and your ability to engage, support, and uplift artists.

The Artlife Engagement Coordinator delivers the administrative and operational delivery of the Artlife Studio, Footscray Community Arts' groundbreaking artist development program for d/Deaf and/or disabled Artists.

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| Title | Artlife Engagement Coordinator |
| Reports To | Artlife Program Manager |
| Direct Reports | Artlife Engagement Workers (part-time) |
| Key Relationships | Artlife Artists, their families and support circles, Artlife Facilitating Artists, Marketing & Engagement team, Venue & Operations team. |
| Employment Basis | Full time – 5 days per week (37.5 hours per week) |
| Employment Conditions | Appointed for a fixed-term for two years from date of contract. A six (6) month probation period applies, subject to an employment contract, which sets out all terms and conditions of employment including remuneration and superannuation. Employment is subject to a National Police Check and NDIS Workers Screen Check. |
| Salary | \$65,000 per annum + minimum superannuation guarantee (Currently 11%) |
| Employment Benefits | <ul style="list-style-type: none"> • Access to culturally responsive Employee Assistance Program • Opportunities for professional development • Positive, socially engaged work culture • Flexible work arrangements including occasional remote work, spread of hours and workplace adjustments Note: as this role is primarily client-facing, the majority of work will be required to be on-premises. |
| Location | The position is based at Footscray Community Arts, 45 Moreland Street, Footscray (centrally located 10 minutes from Melbourne's CBD). |
| How to apply and closing date | <p>Send applications by email to applications@footscrayarts.com by end of day 21 April 2024. Applications will be assessed as they are received and early interviews may be offered, so apply ASAP.</p> <p>Applications must include your CV and cover letter that responds to the selection criteria at page 4, combined into one PDF OR provide a link to a video application (not more than 3 minutes in length). We cannot accept late applications.</p> |
| Access | If you have access requirements to support your application, please let us know. We will make reasonable adjustments to accommodate the needs of employees with disability. |
| Who to talk to | Name: Bexx Djentuh-Davis, Artlife Program Manager Email/ phone: bexx@footscrayarts.com / +61 3 9362 8802 |
| Employment Values | The principles that guide our work are curation, custodianship, connectedness, and care. We actively champion cultural agency, inclusion, and access as we work towards establishing next practice ways of working. We strongly encourage applications by people from POC/culturally and linguistically diverse backgrounds, First Nations people, people with disabilities and people from LGBTQIA+ communities. We are dedicated to developing safe and flexible working environments for our team and are committed to a cultural of continuous improvement, learning and unlearning. |
| Acknowledgment of Country | We acknowledge that we are on the traditional lands of the Wurundjeri peoples of the Kulin Nation. We offer our respect to the Elders of these traditional lands, and through them, to all Aboriginal and Torres Strait Islander people. |

Positions Description: Artlife Engagement Coordinator

Summary

The Artlife Engagement Coordinator is responsible for overseeing the day-to-day operations of Artlife Studio, including the rostering and supervision of staff, the compliance and safety of the Studio, and working with artists and their families/support circles to ensure the best possible experience in the Studio. The role is also responsible for the administration of the Studio, including being first contact for enquiries and new enrolments, setting of service agreements, goals, and plans, and financial administration including invoicing and reporting, as well as NDIS service provider reporting and compliance. Supervising a team of part-time Engagement Workers, the Artlife Engagement Coordinator ensures that the Artlife Studio is well-resourced, and that artists are supported to achieve their goals and ambitions in a safe and accessible environment.

The Artlife Engagement Coordinator is passionate about artist-led outcomes, ensuring d/Deaf and/or disabled artists are supported and advocated for while their needs are met with a standard of excellent care. The role ensures that the Artlife team (including Engagement Workers and Facilitating Artists), are up to date in best practice community development and accessible program delivery practices. The Artlife Engagement Coordinator is experienced and knowledgeable in NDIS service provision, and has strong administrative skills to ensure compliance, safety, record-keeping and data management, and goal setting and planning are of high quality and in line with best practice in the disability service sector.

Working Culture and Attributes for Success

For over 40 years, the Artlife Studio has been a space for artists to grow their practice, learn new skills, and create strong community in an accessible and supportive environment. A registered NDIS Service Provider, the Artlife Studio removes barriers to participation, and platforms and champions the artist and their work, in an environment informed by high standards of safety and accessibility.

Balancing excellent skills and experience in accessibility and disability support with a keen understanding of artistic practice, the Artlife Studio team are passionate about the development of artists, and keen advocates for the artists we support. The Artlife team consists of the Artlife Program Manager, the Artlife Engagement Coordinator, a team of part-time Engagement Workers who support the artists in the everyday delivery of the Studio programs, and contracted Facilitating Artists who provide term-based workshops and lead the artistic development and education program.

We are looking for someone who is:

- **Passionate about creativity and social justice:** art can create transformative change for communities and artists historically marginalized from mainstream culture. Through your role, you'll contribute to a working culture where creativity is utilized for social good.
- **An intuitive and proactive communicator:** the success of this role is underpinned by proactive written and verbal communication. You will be direct, but generous and patient, with a keen understanding of how to modify your communication style for persons with different communication needs.
- **An efficient, organised, systems-based worker:** the Artlife Studio is supported by excellent administrative practices. You will be able to manage a large volume of information and data, ensure excellent record-keeping, and have a keen interest in next practices for information systems design and development.
- **A collaborative team member:** you can supervise and coordinate a team in the sustainable delivery of quality artistic experiences, empowering members of the Artlife Studio team to do their best work, while ensuring a culture of integrity, openness, and continuous feedback.

| Area | Description |
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| Operational Planning & Delivery | <ul style="list-style-type: none"> • Support implementation of Footscray Community Arts' Strategic Plan and Disability and Inclusion Action Plan as appropriate to scope of role and areas of responsibility. • Proactively identify operational risks and escalate for collaborative solution finding. • Maintain current knowledge of best practice in the disability arts sector. • Maintain current knowledge of NDIS service provider regulations, news, pricing schedules, and compliance requirements, escalating concerns or challenges to the Artlife Program Manager. • Assist the Artlife Program Manager with program development and scheduling. |
| Studio Administration | <ul style="list-style-type: none"> • Manage documentation and record-keeping, ensuring excellent filing and document control. • Data entry and management in the Artlife CRM, ensuring data integrity, and generating reports and analysis as required. • Manage all enquiries and enrolment for the Artlife Studio, including providing advice on NDIS support available. • Manage all aspects of participating artist administration, including service agreements, goal setting and planning, invoicing, and other tasks as required. • Collate and upload all NDIS compliance reporting, data, and evidence. • Assist in regular Audit preparation. • Oversee team First Aid and other relevant qualifications, ensuring excellent safety management. • Working with the ArtLife Program Manager, facilitate Artlife Studio events and activations, including the annual showcase. • Facilitate and support the Marketing & Communications team in the promotion of the Artlife Studio, liaising with artists and their families/support circles where required. • Ensure the Artlife Studio is adequately resourced, managing procurement of art supplies, equipment and other materials, and proactively identifying needs for escalation to the Artlife Program Manager. |
| Support and Engagement | <ul style="list-style-type: none"> • Work with artists and their families/support circles to create goals and plans for their time in the Studio, and track progress against same, ensuring excellent record-keeping and reporting. • Act as first contact point for artists and their families/support circles, managing needs, complaints, and concerns, and ensuring artists' personal and medical needs are clearly documented, communicated, and supported. • Facilitate mandatory reporting of incidents and act as first response to incidents, including liaison and communication with artists and their families/support circles, documentation, and record keeping; escalating incidents to the ArtLife Program Manager with a high level of professional judgement. • Coordinate artist schedules and attendance, including working with families/support circles to manage absences, etc. • Coordinate regular communications to families/support circles including the Artlife e-News. • Ensure excellent management of support needs, including coordinating with support workers where required, as well as documentation and internal communication. |

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| <p>Team Coordination</p> | <ul style="list-style-type: none"> • Contribute to a positive, culturally safe and generative team culture. • Develop staffing rosters, ensuring the Studio is appropriately resourced and staffing levels are compliant with safety needs. • Line manage Engagement Workers, including managing leave requests, hours and attendance, implementing relevant training and coaching as required, and so on. • Supervise Engagement Workers while on shift, escalating any concerns or issues to the Artlife Program Manager. • Run staff meetings, daily briefings, and de-briefings, proactively identifying issues and concerns and escalating to the Artlife Program Manager. |
| <p>Compliance and Continuous Improvement</p> | <ul style="list-style-type: none"> • Lead continuous improvement of procedures and workflows. • Ensure understanding of and adherence to FCA's policies and procedures, including compliance with these policies. • Contribute to a culturally safe workplace through active participation and engagement in staff culture. • Contribute to internal incident reporting procedures and a safe environment for staff and participants. • Escalate issues appropriately and seek support as required. • Take personal responsibility for adherence to OH&S, safety and work policies and procedures. |

Selection Criteria

Essential

- Strong social justice frameworks and alignment with our core values of Curation, Custodianship, Connectedness, and Care.
- Demonstrated ability to understand the compliance and regulatory requirements of the Victorian Quality Assurance Framework, Health and Human Services Standards and NDIS Terms of Business, with the ability to proactively research and implement changing standards and information.
- Demonstrated administration skills and systems management, with excellent attention to detail and strong written and verbal communication skills.
- Experience and knowledge of occupational health and safety requirements, risk analysis and mitigation, including incident reporting and maintaining safe working practices.
- Good interpersonal and relationship skills that includes working collaboratively in a team environment, as well as the ability to communicate effectively and compassionately with persons with diverse communication styles.
- Strong computer literacy and experience using relevant software (e.g. CRMs, Microsoft Teams/Office 365, NDIS service provider reporting portals).

Desirable

- Experience working within the arts sector, particularly community arts.
- Lived experience with disability.
- Relevant qualification in social work, disability support and/or experience in the sector.
- Experience with Salesforce CRM or similar CRM/HRM for management of NDIS service provision.
- Current First Aid certificate.

About Us

Footscray Community Arts values all communities as makers of culture.

For 50 years, Footscray Community Arts has been recognised for exemplary practice in community arts and cultural development. Our year-round programs have fostered generations of contemporary arts practitioners. We are the largest arts employer in Melbourne’s western suburbs – situated 6km west from Melbourne’s CBD in a region comprising six local government areas with a population representing 130 distinct ethnicities speaking over 150 languages.

As an arts precinct, and through development programs and presentations, we actively work to create a place that is vibrant, culturally safe and artistically ambitious. This is led by communities whose cultural agency has not historically been seen, centred or prioritised by the creative industries.

We centre and prioritise artists and artworkers who are First Nations, people of colour, people from diaspora communities, and people who have lived experience of Disability, d/Deaf people and people from the LGBTIQ+ community.

We do this work with and for communities, to support and sustain artistic relevance and to influence a shift in who art is for and why it is important, generating social and cultural impact locally and globally.

Our Programs

Our programs and initiatives are long-term, high-impact and underpinned by our principles of curation, custodianship, connectedness and care. The way we work is built on models of community and cultural development practice, collaborative leadership and, always, with First Nations first.

Read our Annual Report for more information about our programs.

| Delivery Area | Description |
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| Major Projects and Commissions | <ul style="list-style-type: none"> • These ambitious projects of scale profile artists from the communities we work with, generating visitation and audience growth. • Artist-led and supported by our sophisticated infrastructure and valuable partnerships, these are pivotal moments to profile ideas, conversations, and ground-breaking artistic practice. |
| Artist and Industry Development | <ul style="list-style-type: none"> • Our immersive artist and industry development programs respond to the needs of artists and communities. We provide studio space and support for creative development, facilitate conversations, and build capacity through workshops and mentorship. These impactful programs work with artists over long periods of time, generating industry pathways and connections. |

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| | <ul style="list-style-type: none"> • Through these programs we generate sector change by enhancing the visibility of our focus communities and promote equity and cultural safety in the Australian arts industry. |
| Public Program | <ul style="list-style-type: none"> • Built on a belief that the arts should be for everyone, these programs invite audiences to engage with accessible, fun, challenging and exciting creative experiences. This year-round suite of presentation-based programs engage audiences of all ages and demographics functioning as an easy access point for new audiences while providing income to artists from our focus communities. |
| Schools Program | <ul style="list-style-type: none"> • The future is bright. Our schools program aims to connect students and teachers with artists, to build the next generation of leaders, thinkers, creatives and arts audience members. |
| Arts Operations | <ul style="list-style-type: none"> • Underpinning our program's success is our versatile arts precinct, sophisticated production capability, marketing skill and operational procedures. |

