



POSITION DESCRIPTION

Job Title	Program Coordinator
Reporting to	Head of Operations
Key Stakeholders	Head of Operations, School Director, Senior Group Leaders, Group Leaders, Assist Group Leaders and Group Leaders in Training. Local landowners, suppliers and third-party providers.
Number of direct reports	0
Location	ACT, Victoria, WA and NSW

ABOUT OUTWARD BOUND

Outward Bound Australia (OBA) was established in 1956 and has a proud history of delivering outdoor education programs. Outward Bound programs provide inspiring and challenging experiences in the outdoors to help people with character development, relationships with others and an appreciation of our natural environment. Since its inception, OBA has delivered programs to around half a million Australians – significantly impacting many lives and creating a passionate community of alumni.

Outward Bound Australia is a member of the Outward Bound International network, the most experienced provider of outdoor development programs in the world. Founded in 1941 in the UK and based on the personal development principles and values of Kurt Hahn (who also designed the Duke of Edinburgh Awards scheme) Outward Bound has since spread to over 37 schools in 34 countries and 6 continents.

OBA's activities are centred on the national base at Tharwa in the ACT. In recent years, operations areas have included Buchan in the Snowy Mountains area of Victoria and Walpole in Southwestern WA. OBA also undertakes philanthropic endeavours through the Australian Outward Bound Development Fund (AOBDF) to provide disadvantaged Australians with opportunities to participate on OBA programs.

The past couple of years have been challenging for Outward Bound Australia. OBA was significantly impacted by the 2019-2020 bushfires, with 80% of operational program areas impacted, including fires on the doorstep at Tharwa. The onset of COVID-19 caused a full cessation of programs and operations were put into 'hibernation' with a small team of caretaker staff. The financial implications were significant, however, optimism, passion and commitment prevailed and we have been using this unique 'crisis' as an opportunity to innovate and regenerate. We aim to meet the needs of our community in a rapidly changing world – at a time when our mission is needed more than ever. This ambition requires an outdoor education team, willing to take on the stewardship of Outward Bound as an adventure of a lifetime.



ABOUT THE ROLE

Program Coordinators are responsible for developing and coordinating outdoor education programs with specific emphasis on the meeting the client's needs as well as logistical considerations. Program Coordinators work closely with the Head of Operations and School Director in Tharwa to develop programs and coordinate and manage operational staff.

Program Delivery and Coordinating

- Completes in a timely manner and consistently role model the highest standard on all pre and post program paperwork including incident reports, participants report, feedback forms.
- Ensures the safety and wellbeing (physical, mental and emotional) of participants on program is the highest priority.
- Ensures the facilitation educational outcomes and experiential learning experiences on program is done in a safe manner and in line with program design.
- Ensures all gear and logistical needs are available prior to program delivery.
- Ensures smooth logistics organization and delivery pre, post and during program to support quality and safety of the program.
- Communicates with key stakeholder to ensure delivery of food, gear, activities and logistical support is available as required to support program delivery.
- Mentors and trains technical outdoor activities and facilitation of said activities.
- Performs dynamic risk assessment at all activities and sites and manages risk in accordance with Standard Operating Procedures and reasonable directions from other staff members.
- Works closely with an accompanying adults, client representatives and colleagues to coordinate programs.
- Works closely with the Head of Operations, other Program Coordinators and Senior Group Leaders to support and mentor other staff members.
- Manages logistical and medical issues in the field in a safe, professional, and efficient manner.
- Maintains positive communication with all parties involved in the delivery of program including program coordinator, accompanying adult, fellow staff members and client representative.



- Mentors and leads Group Leaders in Training, Assist Group Leaders and Group Leaders in day-to-day program delivery, logistics and base camp duties.
- Mentors Senior Group Leaders in delivery of internal training blocks.
- Mentors Coordinating Senior Group Leaders and Senior Group Leaders in program coordinating system and processes.
- Role models and display best practices in all areas of program delivery and program support.

Safety and Risk Management

- Ensure compliance with all relevant Standard Operating Procedures, health and safety legislation and Outward Bound policies.
- Proactive with risk management and decision making in line with SOPs.
- Support the development and review of SOP and supporting documents e.g. activity files, LOM etc...
- Maintains confidentiality in all matters relating to the busines of Outward Bound, its staff and participants.
- Maintains current qualifications and skill set.

Skills and Experience

Qualifications

- Cert IV or Diploma in Outdoor Leadership or equivalent – with the following elective preferred: bushwalk, abseil, top-rope climb, high ropes elements, canoeing flat water, rafting white water, mountain biking.
- Wilderness First Aid and current CPR.
- Current WWCC and/or WWVP
- Manual driving license, unrestricted (preferred but not essential).
- SwiftWater Rescue Technician (preferred but not essential).
- Cert IV in Training & Assessment (preferred but not essential).
- Chainsaw Ticket (preferred but not essential).
- Skipper's Ticket (preferred but not essential).



- Light Rigid Licence or above (preferred but not essential).

Experience

- Demonstrated experience coordinating outdoor education, journey based programs.
- Demonstrated experience with a variety of client groups to deliver technical activities.
- Demonstrated experience with a variety of client groups to deliver facilitated activities and outcomes.
- Demonstrated experience leading groups in a variety of environment.
- Experience in leading and facilitating multi-days and multi-groups expedition programs.
- Experience with all coordinating digital systems including Sharepoint, TEAMS, Word, Excel etc...

Attributes and Abilities

- A strong understanding of outdoor and experiential learning with a desire to further that skill set through coordinating and developing programs.
- Proactive positive communicator able to work well in a team.
- Ability to lead peers in day-to-day tasks.
- Ability to make proactive critical decisions in incident management.
- Ability to take on projects and lead them to completion in the allocated timeframe.
- Demonstrated ability to deliver quality feedback to peers.
- Proactive practical 'can do' attitude and problem-solving skills.
- Strong work ethic, enthusiasm and passion driven to deliver quality work.
- Care for the environment and love of the Australian bush.

Performance Measures

- Timeliness in all paperwork.
- Takes on feedback from colleagues and managers to consolidate or eliminate trends.
- Achieves consistent positive feedback from client and peers across all programs delivered and coordinated.



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- Achieves consistent positive feedback from peers across all training blocks and internal activities lead and delivered.
- Maintains and demonstrates currency in all technical skills.