

## Ruah Community Services

### Position Description

<b>Position Title</b>	<b>Family Violence Interventions Coordinator</b>
<b>Code</b>	<b>6FDVIC</b>
<b>Division</b>	<b>Family Services</b>
<b>Locations</b>	<b>Kambarang Place</b>
<b>Classification Level</b>	<b>Level 7 of the Social, Community, Home Care and Disability Services Award 2010</b>
<b>Reporting To</b>	<b>Manager Family Services</b>
<b>Supervision of</b>	<b>Kambarang Place</b>

**Guided by our Vision, Mission and Values and three guiding principles**

**Vision** – A socially just, compassionate, participative, and sustainability community

**Mission** – To promote social justice and enhance the human spirit

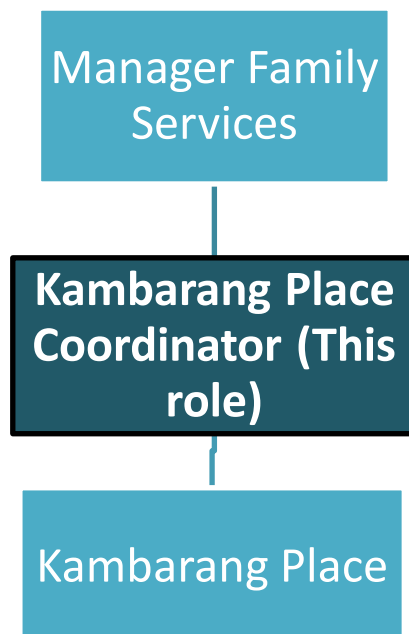
**Values** – Respect, Grassroots, Partnerships, Integrity, Creativity

**Guiding Principles** – Aboriginal Cultural Awareness, Inclusive Spirituality, Environment Sustainability

#### **Position Intention**

Responsible for the provision of the programs through leadership and supervision to ensure quality and effective client service delivery, team work, collaborative working relationships with other services.

#### **Organisation Structure**





COMMUNITY SERVICES

**Key Duties and Responsibilities**

Kambarang Place Coordinator

<b>Mission and Values</b>	<ul style="list-style-type: none"> <li>• Demonstrate ethical behaviour and decision making</li> <li>• Relate to all staff ,volunteers, clients and contractors with courtesy and respect</li> <li>• Take responsibility for own actions/behaviours</li> <li>• Maintain confidentiality of all information in accordance with the organisation's policies</li> <li>• Operate within Ruah Community Services policies and procedures</li> </ul>
<b>Services Management and Leadership</b>	<ul style="list-style-type: none"> <li>• Participate in Kambarang Place team meetings, including chairing and completing agendas</li> <li>• Contribute to the development of operational policies and practises; and write service procedures</li> <li>• Responsible for the provision of supervision of team members utilising most appropriate models, inclusive but not limited to group and individual.</li> <li>• Liaise with other agencies and government bodies as it relates to the service</li> <li>• Ensure referral processes provide functional and effective access to the programs.</li> <li>• Ensure referrals are processed and accepted in line with Ruah service delivery models.</li> <li>• Respond to critical incidents</li> <li>• Ensure assessments are completed to support a comprehensive understanding of each clients needs.</li> <li>• Organise and participate dual visit for complex clients with higher needs and/or risk as required</li> <li>• Coordinate the allocation of client work to team members and monitor of work loads.</li> <li>• Monitor and audit the clients' case notes</li> <li>• Contribute and participate in Ruah's division activities and working groups as relevant.</li> <li>• Participation in the on-call roster</li> <li>• Undertake other administrative and office management tasks as required.</li> </ul>
<b>People Coordination</b>	<ul style="list-style-type: none"> <li>• Assist and participate with the staff recruitment for program as required</li> <li>• Complete new staff program inductions</li> <li>• Coordinate and monitor volunteers and students of the program</li> <li>• Maintain an overview of staff members' ongoing performance including identify and escalate any staff performance issues, and complete staff probationary and yearly appraisals as required.</li> <li>• Identify any staff performance issues and escalate to Manager</li> <li>• Participate in the supervision model and support the framework as part of best practice processes to deliver effective services</li> <li>• Prepare for and actively participate in own supervision sessions, professional development and training.</li> <li>• Monitor the recording of individual worker and team data according to program requirements.</li> <li>• Undertake other administrative and office management tasks as required.</li> <li>• Supervise students on placement when appropriate.</li> <li>• Manage HR systems administration, checks and audits for staff leave requests.</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Promote effective working relationships with other agencies and key stakeholders for client referrals and case management.</li> <li>• Represent the organisation and service programs in the broader community sector in casework meeting, forums, and local networks</li> <li>• Identify opportunities for working partnerships.</li> <li>• Contribute to the positive public profile of the organisation.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Promote, participate in and contribute to a supportive team environment.</li> <li>• Build relationships based on trust and respect for every person.</li> <li>• Work as an effective and valued member of the Ruah team.</li> <li>• Work in a culturally secure and appropriate way</li> </ul>

<p><b>Financial Management and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Assist the Manager to prepare the program’s budget</li> <li>• Ensure program and teams plans are reviewed regularly</li> <li>• Responsible for working within budget parameters including worker expenses, petty cash and mobile phones.</li> <li>• Ensure timesheets, travel claims, worker rostering, worker expenses and other administration data are processed in accordance with organisational policy and procedures.</li> <li>• Preparation of relevant program and organisational reports.</li> </ul>
<p><b>Quality and Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Participate in the implementation of OSH policies and procedures</li> <li>• Manage and report risks</li> <li>• Follow workplace procedures for hazard identification and risk control</li> <li>• Ensure Occupational Safety and Health guidelines are followed in the workplace</li> <li>• Collect quality data and statistics required for funding bodies</li> <li>• Participate in quality assurance activities and evaluation of Ruah Community Services</li> </ul>

**Selection Criteria**

**Essential**

- Willingness and ability to work within and contribute to the vision, mission, core values and the guiding principles of the organisation
- Relevant Tertiary Degree qualifications in Social Work/Psychology or similar and/or relevant work experience in the health or community service sectors.
- Ability to lead services teams and be an expert in a specialist service area.
- Strong interpersonal skills including conflict resolution and decision making.
- Demonstrated understanding of the context and issues facing people who experience complex, multi level, life debilitating circumstance. These may include but not limited to homelessness, AOD use, HIV, family/domestic violence and mental health issues.
- Demonstrated experience in the provision of supervision of staff and in building and managing positive teams.
- Demonstrated program management skills to plan and implement service program, coordinate work allocation, monitor and support case worker, respond to escalate incidents risks.
- Demonstrated ability to work within a case management model including boundaries and constraints to achieve positive client outcomes.
- Demonstrated ability to build relationships, liaise and advocate effectively with a range of community stakeholders to optimise service delivery.
- Excellent verbal and written communications skills including report writing.
- High level computer and administration skills to coordinate and verify client data collection, staff rosters and timesheets, organisation and Human Resource compliance at the team level.
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.

**Required Compliance Documents**

- Current drivers licence
- Working with Children Check

- National Police Certificate

**Authorisation**

This document is an accurate statement of the duties and responsibilities of this position.

Manager Name	Holly Wells	Employee Name	
Manager Position	Family Services Manager	Employee Signature	
Date		Date	

First issue date: 11/08/2016
Last review date: N/A
Next review date: 11/08/2017
<b>Kambarang Place Coordinator Position Description</b>