

## POSITION DESCRIPTION

<b>Position title</b>	Coordinator	<b>Reference</b>	KFASS (Katherine Family Accommodation Support Service)
<b>Award &amp; Classification</b>	SCHADS Award Level 5-6	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Regional Operations Manager Katherine
<b>Location</b>	Katherine	<b>Program</b>	KFASS
<b>Section</b>	Family Accommodation Support Program	<b>Cost Centre</b>	1970
<b>Approved</b>	Executive Manager	<b>Date</b>	20 March 2017
<b>Comment</b>	The Program Manager will be based in the Katherine Office. This position requires the Program Manager to participate in the shared 24/7 On Call roster when required.		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

As Coordinator you will provide leadership and ensure of culturally appropriate support and case management assistance to families who are homeless or at risk of homelessness. Using strengths based framework the Coordinator will provide leadership to the housing team who deliver accommodation, information, referrals, advocacy and group work which meet client needs, builds capacity of the target group and regional service system and raises community awareness about the nature, extent and appropriate responses to family homelessness.

The Coordinator will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Certificate 4 in Community Services and / or a minimum of two of years experience in Community Services working with families and young people. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

## KEY SELECTION CRITERIA

1. Knowledge of the child protection system and local youth, family & homelessness service system.
2. Experience in the application and leading staff in person centred practise, family friendly approaches and community capacity building strategies.
3. Experience in supporting staff through change management processes.
4. Experience in financial management including monitoring of tenant rents, bonds, program budget and maintaining professional financial records and auditing process.
5. Ability to promote positive services and raise awareness of issues impacting on the target group of vulnerable families and create innovative responses to address needs.
6. Ability to identify and advocate service gaps for the Katherine Region that impact housing and support needs.
7. Ability to develop resources and deliver information sessions to Staff, individuals and groups.
8. Demonstrate resilience, strong work ethic, excellent time management skills and be available to participate in a 24/7 on call roster and ensure that all housing, support operations are in order.
9. High level of discretion and sound judgment with confidential information.
10. Ability to write reports and maintain comprehensive client related documentation in the SHIP client data system and to ensure that reporting timeframes are met for the program.
11. Demonstrated willingness to participate in supervision and also provide professional, strengths based supervision to Staff. Undertake and lead reflective practices, review performance and adhere to work plans and reasonable workplace directives.
12. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
13. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. Accountability: Family Focused Case Management & Group Work

*How Family Support & Development provide effective Family focused Case Management & Group Work Programs*

#### **Responsibilities:**

- To provide Leadership and ensure that professional family friendly case management services and practical assistance to the target group are in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Provide and lead effective culturally appropriate solution focused assistance in line with agreed case work plans and group work programs
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- To lead and contribute to a service culture of family participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities

- To ensure that program related reporting, SHIP data and quality systems are met within required timeframes.

## **2. Accountability: Stakeholder Engagement & Networking**

*How Family Support & Development work collaboratively with stakeholders*

### **Responsibilities:**

- Develop and Maintain professional networks of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing families

## **3. Accountability: Quality Service Delivery**

*How Family Support & Development provide quality services*

### **Responsibilities:**

- Lead and contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback
- Ensure all incident reporting requirements are responded to in times of a crisis, emergency or following a complaint. As Program Manager to ensure matters are escalated as required and documentation completed.
- Ensure professional financial management is undertaken including monitoring of tenant rents, bonds, program budget and maintaining professional financial records and auditing process.
- Oversee and ensure accommodation facilities and grounds are well maintained with good amenity, homelike and family friendly, while being functional and meeting WHS requirements at all times.
- To ensure that professional strengths based staff supervision is provided, supportive annual staff performance reviews, quality records are maintained and monitored in line with the Anglicare NT policies.
- To ensure and maintain comprehensive client documentation, ensuring data is entered correctly into the Special Homelessness Information Platform (SHIP), and client file records are up to date, in good order and filed correctly. Undertake regular SHIP client data auditing annually.
- Oversee allocated programs and service improvement projects in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation. Ensure all Staff are supported with an annual Anglicare NT work plan and professional development.
- Ensure quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback is completed annually.
- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to.

## **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.

- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

## **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).