

## Job Description

<b>Job Title:</b>	<b>Coordinator Supporting Families</b>
<b>Ref No:</b>	SUP615
<b>Portfolio:</b>	Community Programs
<b>Service Stream:</b>	Community Engagement
<b>Program:</b>	Supporting Families
<b>Reports to:</b>	Manager, Supporting Families
<b>Classification:</b>	Social & Community Work - Level 5
<b>Date:</b>	November 2014

## Job Purpose

The Coordinator will play a pivotal role in the on-going development and coordination of a home visiting model of practice and group programs to families with children at-risk across greater Adelaide.

The Coordinator will maximise the potential of the services to provide culturally competent, inclusive, and respectful early intervention services to meet the complex needs of parents and their children.

The Coordinator is responsible for the day to day operations of Supporting Families Services and exercises professional judgement and autonomy in regards to day to day operational decisions and negotiations with service partners and stakeholders.

## Key Result Areas

### Service Delivery

- Manage the Referral, Intake and Assessment processes associated with the groups
- Foster the development of positive relationships with families, encouraging contact and involvement
- Adopt a holistic case management approach to service delivery for clients and their children providing information, resources and referral as appropriate
- In collaboration with the Manager, develop networks and service partnerships with other government agencies (i.e. Families SA and SA Department of Health), organisations, funding bodies and specialist organisations (e.g. universities) to position the services for continued growth and ensure the referral of appropriate families
- In collaboration with the Manager, ensure the successful engagement and participation of Aboriginal people, and the provision of culturally competent, inclusive, respectful services and program responses
- In collaboration with the Manager develop the services and ensure service access and responsiveness to people from culturally and linguistically diverse backgrounds, including new and emerging communities
- In collaboration with the Manager, coordinate and contribute to the on-going development and review of a program manual
- Provide 'back-up' support in the event of staff/volunteer absences from the group sessions
- Ensure relevant resources are available for group programs
- In collaboration with the Manager, identify service gaps and develop and facilitate new group programs as appropriate
- In collaboration with the Manager, develop clear goals for group work and develop appropriate evaluation tools to ensure key performance indicators are achieved
- Work in collaboration with other community organisations to seek new and creative opportunities for group work including co-facilitation of groups and sharing of resources
- Facilitate the organisation of broader community activities and events
- Represent the Supporting Families Services / Organisation at community and sector workshops, forums, network meetings and working parties



- General administrative duties as required

**Service Planning & Coordination**

- In collaboration with the Manager develop, implement and coordinate the efficient and effective delivery of home visiting and Group programs to meet the specific needs of Aboriginal people and people from culturally and linguistically diverse backgrounds including new and emerging communities
- Oversee the collection and collation of data and ensure this data is disaggregated by demographic population data, particularly Aboriginal participation data as required
- Identify areas of potential risk and plan and evaluate strategies to manage the risks
- Provide reports to management and key stakeholders as required
- Facilitate clients input into planning and service provision
- Develop and foster relationships with organisations in other regions, offering similar programs to ensure knowledge sharing and the development of an evidence base for this model

**Quality improvement**

- Develop, promote and monitor quality client service standards
- Contribute to the development of Key Performance Indicators and establish quality control systems to ensure identified service outputs and outcomes are achieved
- Identify barriers to service access, service gaps and areas for improvement and develop group programs as appropriate
- Ensure systems and mechanisms for feedback and complaints are maintained and that actions are implemented to respond to issues raised
- Participate and contribute to on-going strategic development within the program area
- Participate in evaluation processes as required

**People Leadership**

- Contribute to the development and maintenance of a well-functioning team to ensure a high quality service is provided to clients
- Provide direction and advice to direct reports and other relevant staff in the performance of their duties, monitor professional performance, client and service outcomes and provide feedback and supervision
- Work positively and in a consultative manner with staff and volunteers and ensure they are adequately supervised, trained and aware of policy / procedural requirements relevant to their roles
- In consultation with the Manager, monitor the performance of staff, providing feedback and / or participating in staff performance and development reviews and liaising with the Manager to facilitate solutions to performance issues
- Participate in the recruitment, selection and training of new team members, including opportunities for appropriate recruitment from Aboriginal and CALD backgrounds
- Participate in the selection/induction and training of volunteers (in collaboration with the Senior Manager Volunteers)
- Establish and maintain effective communication and consultation processes to enable a positive and innovative work environment
- Oversee and where appropriate provide the supervision and support of team members and students completing placements within the program including opportunities for students from Aboriginal and CALD backgrounds

**Financial Management and Performance**

- In collaboration with the Manager, manage the operational budget and ensure financial compliance with legislation, regulations and policy requirements

**Work Health and Safety**

- Ensure processes/systems are in place for work to be carried out in a safe manner and that Work Health and Safety action plans are developed and implemented
- Ensure regular workplace inspections and audits are conducted
- Ensure all reported workplace incidents, including near misses, hazards and accidents are investigated, risks are assessed and control measures are implemented in consultation with Work Health & Safety Representatives and staff
- Rehabilitate injured workers in accordance with AnglicareSA policies and procedures



**Direct Reports:** Up to 12 (staff and volunteers)

### **Working Relationships:**

- Manager Supporting Families
- Family Support Workers
- Coordinator – Acorn Parent – Infant Attachment Groups
- Key partners and stakeholders from government agencies and community organisations
- Volunteers

### **Specific Job Requirements**

- You will be required to travel to other AnglicareSA sites on a regular basis
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to Families SA as required by the South Australian Child Protection Legislation

### **Standard Job Requirements (all staff)**

- Embrace and integrate Anglicare-SA's Vision, Mission and Values into your role
- Support Anglicare SA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses
- Conform with Anglicare-SA's conditions of employment, Code of Conduct, Standards of Practice & Behaviour, Confidentiality and No Harassment policies and other Human Resources, Work Health & Safety (particularly Anglicare-SA's "no lift" and manual handling) and organisational policies and procedures
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act
- Perform all allocated duties within classification and work at other Anglicare-SA sites if required
- Undergo a satisfactory criminal history assessment, to be physically and mentally capable and report to work in a fit state to perform all duties
- Must provide evidence of Australian residency or current working VISA
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities

☒ **CrimTrac National Police History Check**

☒ **DCSI Child-Related Employment Screening**

### **Person Specification**

#### **Qualifications**

- Tertiary qualifications in the health, social sciences or community services field or equivalent experience

#### **Demonstrable Requirements / Selection Criteria**

##### **Service Delivery**

- A high level of knowledge of group work practice and delivery
- Extensive experience in working with people with multiple and complex needs, including mental health issues
- Demonstrable ability to apply knowledge of relevant approaches to family work including: the narrative approach, solution focussed practice, behaviour modification principles and system theory.
- Demonstrated experience in ensuring the successful engagement and participation of Aboriginal people, and the provision of culturally competent, inclusive, respectful services and system responses

- Demonstrated experience in culturally diverse community engagement including an understanding of the specific needs of new and emerging communities
- Demonstrable knowledge of infant mental health and attachment theory
- Sound knowledge of strength based practice
- Proven ability to work from a strengths based approach
- Proven ability to develop, promote and facilitate groups and linkages with formal and informal supports
- Demonstrated computer literacy

**Service Planning & Coordination**

- Proven ability to work independently and as a team member
- Well-developed interpersonal and communication skills.
- Demonstrated experience in the delivery of projects or programs that involve multiple stakeholders.
- Proven ability to problem solve effectively
- Demonstrated ability to work effectively with systems, databases and reporting requirements.
- Demonstrated ability to identify and manage areas of potential risk

**Quality improvement**

- Proven ability to develop, promote and monitor quality client service standards
- Demonstrated ability to contribute to the development of Key Performance Indicators and establish quality control systems to ensure identified service outputs and outcomes are achieved
- Demonstrated ability to identify barriers to service and access, service gaps and areas for improvement and develop group programs as appropriate
- Proven experience developing and maintaining quality systems, administrative processes, procedures and documentation to ensure actions are implemented and the ability to respond to issues
- Demonstrated experience of participating in evaluation processes
- Proven ability to provide concise and clear written and verbal reports
- Demonstrated ability to manage time to plan, prioritise and coordinate all tasks and meet internal KPI's.
- Demonstrated ability to work flexibly, be resourceful and develop creative and innovative work practices.

**People Leadership**

- Proven experience in leading/supervising a team and supervising the operation of a work area
- Proven ability to establish and maintain effective communication and consultation processes to enable a positive work environment
- Proven ability to build and maintain constructive internal and external stakeholder relationships.
- Demonstrated use of reflective practices to build understanding of how personal experiences shape values, beliefs and responses to families, children and colleagues.
- Good communication and interpersonal skills to be able to relate to and be well accepted by clients, staff and volunteers, including those from a different cultural background.
- Demonstrable ability to work autonomously in a community setting.
- Demonstrated strategies for identifying and managing own emotional responses to colleagues and families you support and for maintaining personal mental health and well-being.
- Demonstrated commitment to engage in personal learning and development.

**WH&S**

- WH&S knowledge and skills suitable for the position.



### General Competencies - All Positions

Job Type	Coordinator, Supervisor, Professional
Living the Anglicare SA Values	Demonstrate the values within their work area. Support team members in displaying the values.
Cultural Respect of Aboriginal Peoples	Support team members to effectively respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity ( <i>race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.</i> )	Support team members to accept, respect and appreciate individual differences.
Work Health, Safety and Environmental Awareness	Follow WHS&E policies and procedures. Support team members with WHS&E matters.
Teamwork and Cooperation	Contributes to team effectiveness and encourages cooperation.
Communication	Actively engaging in communication activities whilst undertaking their duties.

### Professional / Technical Competencies

Job Type	Experienced Professional II
Process Orientation	Determines what's required in a given situation.
Analytical Thinking	Anticipates potential problems and thinks ahead about next steps.
Relationships & Influence	Actively engages with colleagues.
Applying Knowledge / Expertise	Demonstrates significant professional / technical knowledge

### Leadership Competencies

Job Type	Coordinator
Strategic Management	Understands current priorities.
Developing People	Supports development of team members.
Financial Management / Business Acumen	Aware of the need to create value and work within a budget.
Business Development / External Relationships	Understands funding arrangements.
Quality and Risk Management	Bring quality / risk concerns to the attention of manager.

**ANGLICARE VISION**

Justice, respect and fullness of life for all.

**ANGLICARE PURPOSE**

Anglicare-SA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life
- Responding to needs and issues in ways which enhance and protect dignity and integrity
- Promoting social justice

**ANGLICARE VALUES**

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people and communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and work with, to ensure the sustainability, quality and effectiveness of our service.
- **Equity**  
We recognise each person as equal and affirm inclusion of all, enabling those in the most difficult circumstances to flourish and promoting social and economic change.
- **Servant Leadership**  
We place the needs of other first to enable them to grow. We share power, accept responsibility and understand our role is to enable, encourage and support.

**ACCEPTANCE/AUTHORISATION**

Jobholder: ..... Date .....

Print Jobholder Name: .....

General Manager, Community & Housing:  .....

Date: 9/12/14 .....