

	<b>Position Title:</b> Senior Coordinator – Multi-Agency Support Team) – Central Highlands		<b>Team:</b> Specialist Services		<b>Region:</b> Western
	<b>Supervisors:</b> Manager, Specialist Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band:</b> B	<b>Date Completed:</b> 6 <sup>th</sup> September 2017

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Multi-Agency Support Team is an entry point for Youth Support Services and Police Referrals covering the Ballarat local government area - designed to provide active and coordinated support for young people at risk of becoming recidivist offenders.</p> <p>The MAST model aims to provide an integrated and joined up service response to the young person and their family in order to address the root causes of offending and to increase the protective factors for individuals, their family, in a service context and in the community.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The Senior Coordinator – Multi-agency support team (MAST) – Ballarat will work collaboratively with a team of highly skilled family services, education, justice and police workers to facilitate, coordinate and manage planning for young people at risk of offending.</p> <p>The Senior Coordinator will play a key role in negotiating, developing and maintaining all aspects of the MAST panel and reviewing its outcomes. The Senior Coordinator will also be responsible for activating community supports for the young person, including building community capacity to enhance protective factors that will support the young person from reoffending.</p> <p>The Senior Coordinator will be required to review comprehensive assessments completed by Child First and interpret and develop a detailed therapeutic action and support plan that involves an integrated service model delivering interventions. The Senior Coordinator will monitor and review the plan as required and provide oversight of a range of services to ensure outcomes are being achieved.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Ballarat Office. The Senior Coordinator reports to the Manager, Specialist services who will provide supervision and review. This is a fixed term position until June 30, 2019</p>

## KEY SELECTION CRITERIA

- Demonstrated ability to provide leadership, share knowledge and experience with others.
- Experience in utilising and interpreting client assessments to create therapeutic plans that work holistically with the client and their family
- Demonstrated experience in the provision of complex casework with young people and their families
- A good understanding of the underpinning causes of juvenile offending and risk factors
- A good understanding of crime prevention and protective factors
- Demonstrated capacity to adapt, support and manage change.
- Ability to develop, implement & evaluate organisational, multi-organisational & client focussed programs and systems.
- Demonstrated experience and knowledge of working with women, infants, children, adolescents and men from culturally diverse communities.
- Demonstrated skills in building relationships with core and non-core partner providers and a range of other key stake holders at a systemic and individual case planning level.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Psychology, Welfare, Justice or related discipline.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

## DESIRABLE

- Knowledge of the juvenile justice system
- Experience in case coordination

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Support and manage the daily operations of the MAST.</li> <li>• Liaise with key stakeholders involved in the MAST to develop the partnerships.</li> <li>• Monitor referrals, assessments, case coordination functions within the MAST programs and relevant agencies supporting each individual MAST plan</li> <li>• Build relationships with core and associate members and a range of other key stake holders at a systemic and individual case planning level.</li> <li>• Coordinate referrals and seek relevant information for each individual referral.</li> <li>• Coordinate MAST meetings in Ballarat</li> <li>• Undertake risk assessments to for young people and their families</li> <li>• Initiate, receive and review referrals to MAST via Victoria Police and Ballarat Community Health</li> <li>• Develop therapeutic action and support plans based on comprehensive client assessments</li> <li>• Discuss referral and consent to MAST with young people and their families, ensuring that referrals meet MAST criteria</li> <li>• Provide secondary consultation to referring agencies to ensure the safety of young people prior to the MAST, including liaison with YSS where required</li> <li>• Complete a range of administrative task including; preparing the agenda and information for MAST meetings and distributing Action and Support Plans to MAST members.</li> <li>• Establish and maintain relationships with MAST members and associate agencies and organisations</li> <li>• Liaise with a wide range of potential referral agencies, to familiarise them with the MAST process and referral pathways</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all meeting times, dates and venues are booked and scheduled for MAST meetings</li> <li>• Resource MAST meetings including the distribution of agendas, the recording of minutes and Action Plans for each young person.</li> <li>• Ensure all participants are aware of confidentiality agreements</li> <li>• Maintain up-to-date contact information for all attendees</li> <li>• Ensure that accurate statistical data as required by DOJR is maintained and collated in a timely manner for reporting timelines.</li> <li>• DATA collection and collation</li> <li>• Undertake other duties as directed.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Develop/review, in consultation with the Program Manager, protocols or formal agreements with key stakeholders, sharing of information, confidentiality of agreements, decision making processes and conflict resolution processes.</li> <li>• Develop, in consultation with the Program Manager, the communication strategy for the High Risk strategies in the Region taking account of the multiple and different levels of information required for various organisations.</li> <li>• Develop and deliver training &amp; education presentations to local, regional, state-wide and national networks and groups</li> </ul>

	<p>on the strategies.</p> <ul style="list-style-type: none"> <li>• Participate in local, regional and state-wide meetings or networks to advocate regarding the issues confronting women and their children who have experienced family violence in consultation with the Manager and partner agencies.</li> <li>• Liaise with key management and staff from within the broader community &amp; health services sectors including hospitals, Community Health, housing, aged care, children's services, drug &amp; alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence.</li> <li>• Cooperate and participate in any evaluation processes either broadly related to crime prevention and young people regarding the strategies.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This position is an ongoing position.
3. You will initially be employed at our Ballarat Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for this position is SCHADS L7 PP 1-3 (\$79,415.44 - \$83,960.24) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. This position comes with full private use of a vehicle.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
9. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Regular
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Work with clients who may have a physical or sensory disability	Regular
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and	Daily

	concentrating for long periods of time.	
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional