

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

HRT Coordinator CTC Youth & Family Services

Position Type	Full Time (38 hours per week) or Part Time (negotiable) – flexibility and accountability in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6.00am and 8.00pm
Program	HRT (High Risk Team)
Location	26 Mackenzie Street Wondai and 35 Lamb Murgon
Reports To	Domestic and Family Violence Service Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Community Services Worker Level 5.1 (\$47.50 per hour) + salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not for profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Residential Care, Youth & Family Services, Domestic and Family Violence Services, Disability Services and our Gumnut Place Social Enterprise. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai, Nanango and Murgon.

Program Summary

The Wondin-dee Domestic and Family Violence Specialist Service provides support to people in Cherbourg and across the South Burnett who have been impacted by Domestic and Family Violence. This service prioritises the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence through a collaborative, client centred approach aimed at empowering clients to meet their individual, safety, and support goals.

Position Summary

The HRT Coordinator will provide leadership and coordination of the South Burnett High Risk Team (HRT) which manages responses to cases of high and imminent domestic and family violence risk. The position will ensure efficient and effective interagency collaboration and client support in line with regulatory, legislative, and contractual obligations.

The HRT Coordinator will work with staff within the CTC Domestic and Family Violence Team to ensure service delivery meets the needs of clients experiencing high and imminent risk domestic and family violence.

This position will work across the sector to increase domestic and family violence understanding and accountability and build a consistent and timely response to domestic and family violence across the South Burnett.

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Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Minimum 3 year degree in Counselling, Social Work, Psychology, or similar OR related qualification supported by significant, relevant experience
- Demonstrated understanding of the Domestic and Family Violence Protection Act 2012 and the Child Protection Act 1999
- Demonstrated understanding of information sharing in line with the Domestic and Family Violence Protection Act 2012 and Domestic and Family Violence Information Sharing Guidelines
- Demonstrated understanding of the Domestic and Family Violence Common Risk Assessment and Safety Framework
- Demonstrated understanding of the Statewide High Risk Team guidelines
- Established connections to and networks with the community of Cherbourg and the South Burnett
- Strengths and experience in working with people in high-risk domestic and family violence situations to support them to be safe
- Demonstrated engagement skills with hard-to-reach people
- Demonstrated skills in maintaining own personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Ability to use a variety of tools to engage with and deliver culturally appropriate individual and group counselling support (including Aboriginal and Torres Strait Islander families and young people)
- Experience in working with complex client issues such as domestic and family violence, volatile substance misuse, homelessness, alcohol and drug addictions, mental health issues
- Experience in compiling case notes, safety plans, risk assessments, and support plans
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Queensland Driver's Licence
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringements notices that may impact on own suitability to transport clients
- First Aid and CPR Certificates

Screening

- Working with Children Blue Card
- NDIS Worker Screening Check
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support
- Ability to ensure service delivery and staff support are in line with CTC's Cultural Working Document

Time Management and Accountability

- Time management and IT competency to ensure all case notes, risk assessments, plans and other requirements of the position are compiled and reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system

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Availability and Flexibility

- Flexibility to adjust hours when required to meet the needs of clients
- Availability and flexibility to deliver programs outside of working hours when required

Responsibilities of the Position

Service Delivery

- Ensure service delivery is in line with the Department's Domestic and Family Violence Regulatory Framework ensuring compliance with Practice Standards and Guidance
- Ensure information sharing is in line with the Domestic and Family Violence Protection Act 2012 and Domestic and Family Violence Information Sharing Guidelines
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure
- Ensure service delivery is in line with the Domestic Violence Investment Specifications
- Follow safety policies, guidelines, and protocols to ensure the safety of yourself and others
- Use a variety of culturally appropriate tools to engage with clients
- Work proactively with staff in other organisations to provide a collaborative response to the safety and support of people impacted by domestic and family violence
- Maintain knowledge of current and emerging trends and practices concerning domestic and family violence and the delivery of domestic and family violence services and programs to inform appropriate service delivery to meet identified organisational and community needs
- Represent CTC Domestic and Family Violence Specialist service at relevant meetings
- Develop flexible innovative responses to meet the needs of the clients, community, and service as required

Coordinate the HRT (High Risk Team)

- Ensure that the South Burnett HRT operates in accordance with the Statewide High Risk Team Guidelines
- Receive referrals of high risk cases and make a preliminary assessment of whether cases should proceed to the meeting for consideration
- Complete monthly HRT report
- Manage and maintain professional relationships with all HRT Core Members and Associate Members
- Take a lead role in the continuous improvement of the HRT through Practice Sessions through the development and implementation of HRT Operational Plan
- Participate in monthly HRT Coordinator Meetings
- Participate in statewide HRT Forums
- Monitor and review the status of victim consent. Identify opportunities to discuss consent with victims who have not yet consented
- Coordinate the immediate safety response for all open cases
- Coordinate logistics for HRT meetings
- Ensure that meeting discussion notes and safety plans are properly captured and recorded
- Complete step down and case closure notes once agreed at the HRT meeting and finalise case records in Infoexchange
- Manage the Infoexchange database, including user access for all agencies
- Obtain and manage Code of Conduct and Confidentiality agreements for all members and attendees

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- Review HRT performance and ensure quality of service delivery including opportunities for strengthening HRT operations and responses
- Take a lead role in the continued development of an integrated service response across the South Burnett

Staff Supervision and Support

- Mentor and support HRT Administration Officer
- Provide monthly internal supervision to HRT Administration Officer
- Monitor the expenditure of brokerage in relation to immediate safety response
- Conduct regular database audits to ensure contractual requirements are being met
- Conduct weekly Immediate Safety Meetings
- Conduct individual consultations with staff regarding risk assessment and safety planning
- Work within the Domestic and Family Violence Team through morning meetings to identify and respond to areas of need

Work with Team Leader to support staff to:

- Ensure service delivery is in line with the Department's Domestic and Family Violence Regulatory Framework ensuring compliance with Practice Standards and Guidance
- Ensure information sharing is in line with the Domestic and Family Violence Protection Act 2012 and Domestic and Family Violence Information Sharing Guidelines
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure
- Ensure service delivery is in line with the Domestic Violence Investment Specifications
- Ensure that staff manage risk and safety, complete home safety evaluations, develop safety plans, and use a variety of culturally appropriate tools to engage with clients
- Follow safety policies, guidelines, and protocols to ensure the safety of themselves and others
- Work proactively with staff in other organisations to provide a collaborative response to the safety and support of women and children accessing the service
- Provide information, advice, and assistance through advocacy and referral

Be an effective member of the CTC Domestic and Family Violence Team

- Prioritise the attendance of all Team Meetings
- Actively participate in Team Meetings to ensure the service is meeting the needs of clients, the community, and contractual outputs and outcomes and that strategies for continuous improvement are identified and implemented as required

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times

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- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews
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- Regular 1:1 supervision with the Domestic and Family Violence Service Team Leader
- External supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____ Date: ____/____/____