

POSITION DESCRIPTION

Program Coordinator – Women's House

OVERVIEW

Program:	Women's House, Women's Services
Reports to:	Program Manager Women's Services
Supervise:	Support and Case Managers (Women's House), Intensive Case Manager, Women's Housing & Complex Needs Project (WHCN) and Volunteers
Date of Last Review:	16 September 2019
Classification:	SCHADS level 6 Sacred Heart Mission Enterprise Agreement 2018 or its successor
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections

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and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands on Health Clinic.

Individualised Planned Support

Individualised Planned Support is an outcome focused, time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the St Kilda Intensive Outreach team, the Greenlight Program and the Journey to Social Inclusion Project.

Women's House

Women's House is a program of Women's Services and offers a safe and welcoming engagement hub for women seeking support for a range of issues. Women's Services consists of Homefront, Women's House, Bethlehem Community, and is committed to a gender specific response to the needs of women experiencing homelessness and associated needs. Together these programs form an integrated support and exit pathway from homelessness for women.

Women who attend at the House can access information and assistance with housing, drug and alcohol issues, physical and mental health, employment and legal support. Short-term case management can be provided along with referral to specialist services. Breakfast and lunch are provided, and women can use the sleep room, laundry and shower facilities or participate in art classes and other social activities.

The Women's House will be delivered in alignment with SHM's exciting and innovative new Continuum of Care (CoC) project. The Vision for the CoC is to ensure that all clients receive the support and housing they need, to keep people out of the cycle of chronic homelessness.

The CoC project works with people experiencing or at risk of homelessness to secure and maintain stable housing and address their unique experience of homelessness. The CoC is designed to ensure we meet the needs of all clients by providing tailored, flexible support packages that are most appropriate for clients' circumstances, with support drawn from across all SHM services. Through the CoC, we will assess clients' needs to stream them into the right support response and housing solution in a cohesive and flexible manner.

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PURPOSE OF THE POSITION

The objectives of this position are:

- To lead the Women's House team in providing the highest quality, most effective and caring service to women in accordance with SHM's values, legislative and funding requirements.
- To ensure that the Women's House Program responds flexibly to the needs of women who are experiencing homelessness or are at risk of homelessness using the SHM Service Model.
- To oversee service delivery aimed at assisting women to identify, access and sustain appropriate, stable and affordable long-term housing through the provision of information, referral, support, and case management.
- To ensure alignment with the roll-out of the SHM Continuum of Care Project (commenced October 2020)
- To provide coordination of services during an upcoming major precinct building redevelopment, necessitating the temporary re-location of services in 2021 and 2022.
- To ensure a Covid Safe working environment for clients and staff alongside managing ongoing C-19 service modifications.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Coordination	<ul style="list-style-type: none">▪ Ensure that the Women's Houses services operates in accordance with SHM's Mission and Values statement, Service Model and the SHM Case Management Framework, and the new SHM Continuum of Care project.▪ Manage the referral process, ensure case management levels are maintained and comply with incident reporting in accordance with funding agreement.▪ Participate in client engagements that require Coordinator input and assist in the Engagement Hub as needed.▪ Participate in Continuum of Care Housing and Support Prioritisation and Allocation and meetings▪ Ensure compliance with legislative and funding requirements, including data management. Manage client feedback processes and prepare reports as required.

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	<ul style="list-style-type: none"> ▪ Ensure Women's House services operates in accordance with DHHS Standards and lead continuous quality improvement planning and practice. ▪ Lead Women's House team meetings. ▪ Undertake service review and development activities in conjunction with the Manager, Women's Services. ▪ Oversee orientation, support and psychological first aid of staff and volunteers. ▪ Oversee meals provision and ensure compliance with food safety standards. ▪ Monitor maintenance requirements of the Women's House. ▪ Oversee the day to day financial management of Women's House to ensure spending is managed within established budgets. ▪ Undertake duties as required for the position.
Staff support	<ul style="list-style-type: none"> ▪ Lead and direct clinical decision making to ensure the best outcomes for Women's House clients. ▪ Provide regular, high quality professional supervision for Women's House staff, including opportunities for reflective practice and timely debriefing. ▪ Undertake supervision and performance development reviews with all staff and develop individual training plans to ensure ongoing professional development. ▪ Recruit, orientate, and mentor new staff as required. ▪ Ensure the day to day supervision and support of volunteers and facilitate opportunities for consultation and communication between staff and volunteers. ▪ Oversee the supervision of students on placement at the Women's House. ▪ Participate in the Client Services On-Call roster. ▪ Support the team to embed the SHM Service Model including the outcomes measurement framework.
Relationship Management	<ul style="list-style-type: none"> ▪ Participate in SHM committee meetings as required including the Quality, Risk and Compliance committee meetings.

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	<ul style="list-style-type: none"> ▪ Review client needs and establish new partnerships with visiting services to the WH ▪ Foster positive relationships with internal stakeholders, particularly SHM Client Services Coordinators, volunteers, and partnership agencies providing in reach to SHM. ▪ Liaise and network with appropriate service providers, peak bodies, networks of service providers and relevant government departments in collaboration with the Manager, Women's Services. ▪ Support SHM's Business Development by contributing to communications, fundraising business case and advocacy activities.
Organisational participation	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings and events. ▪ Contribute to a workplace environment which supports peers, develops teamwork and ensures the provision of quality services for SHM clients. ▪ Contribute to the implementation of SHM's Strategic Plan. ▪ Contribute to collaborative practice across both Women's Services and wider Client Services. ▪ Ensure links are maintained between Women's House, WHCN and other SHM programs and partnership agencies providing in reach to SHM. ▪ To provide coordination of services during the upcoming major precinct building redevelopment Project 101 necessitating the temporary re-location of services in 2021 and 2022. ▪
Professional Development	<ul style="list-style-type: none"> ▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager. ▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective.
Health & Safety	<ul style="list-style-type: none"> ▪ To ensure a Covid Safe working environment for clients and staff alongside managing ongoing C-19 service modifications.

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	<ul style="list-style-type: none"> ▪ Ensure that Occupational Health and Safety policy, procedures and legislative requirements are met and lead the maintenance of a safe working environment. ▪ Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	<ul style="list-style-type: none"> ▪ All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	<ul style="list-style-type: none"> ▪ All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	<ul style="list-style-type: none"> ▪ All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current full driver's licence.
- A current Criminal Records Check.
- If you have lived outside of Australia within the last 10 years, you will need to provide an International Police Check for each country that you have lived in for more than 12 months.
- Current Victorian Working with Children Check.
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid.

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QUALIFICATIONS

- Appropriate Bachelor level tertiary qualification relevant to the delivery of community services e.g. Social Work, Psychology or equivalent.

KEY SELECTION CRITERIA

ESSENTIAL

- Substantial experience working in one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence, sexual abuse or with women engaged in sex work or women exiting prison.
- Experience in effectively introducing and managing significant change in teams and programs
- Experience in providing quality supervision, mentoring and debriefing to staff.
- Experience in leading and developing teams that deliver a client centred and responsive service.
- Demonstrated experience in responding to challenging behaviours in a trauma informed approach and effectively managing crisis situations.
- Sound knowledge of a variety of theoretical frameworks and casework practice strategies applicable for working with women experiencing complex needs; a demonstrated understanding of feminist theory and how it informs practice.
- Strong analytical, problem solving and time management skills.
- Strong interpersonal skills along with a high standard of verbal and written communication including the ability to produce high quality reports.
- Strong alignment with the values of Sacred Heart Mission.

DESIRABLE

- Prior experience of working with volunteers.
- Experience in leading change.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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