

POSITION DESCRIPTION

Position:	Coordinator, Direct Services
Reports To:	Executive Manager – Client Services
Direct Reports:	Approximately 10
Status:	Full time, Ongoing
Location:	East Melbourne and Dandenong
Grade	SCHADS Level 7 + Superannuation + Salary packaging

BACKGROUND

inTouch Multicultural Centre Against Family Violence provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence, we act on multiple levels – individual, relationship and community.

Vision

inTouch’s vision is for culturally diverse families to live free from violence.

Purpose

inTouch’s purpose is underpinned by four pillars and is focused on strengthening our **leadership** position by using **influence** to shape state, national and international agendas, fostering a culture of **innovation** and making a long-lasting positive **impact** on the lives of people and community.

POSITION SUMMARY

The Coordinator provides leadership, direction and support to the Direct Services Team, Students on placement and Volunteers. This includes developing and implementing organisational change, in the context of sector reform and the inTouch strategic direction as well as ensuring practice aligns with the Code of Practice for Specialist Family Violence Services and the MARAM Framework.

The Coordinator is responsible for providing direct supervision to approximately 10 staff, while working closely with key staff, including the other Direct Services Coordinators, to support staff to provide best practice, responsive case management services across the spectrum of service delivery, from intake to case closure and post program support.

The incumbent is required to represent inTouch on a range of networks and partnerships.

Position Description: Coordinator, Direct Services	Effective Date	May 2022	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2022	Page 1 of 6

RELATIONSHIPS

Internal	Executive Manager Client Services, inTouch Leadership Group, Direct Services Case Managers, Legal Centre staff, Motivation for Change staff. A respectful and effective working relationship is required with all inTouchstaff.
External	Family Safety Victoria, various government departments, local service providers including other specialist family violence agencies and networks, Courts, Child Protection, Victoria Police, and local community organisations

POSITION ACCOUNTABILITIES

Direct Service Delivery / Supervision

Ensure culturally safe, best practice service delivery to women, their families and communities by:

- Leading your team in an agile, client centered response to organisational change taking into account service sector reforms
- Providing trauma informed, culturally sensitive leadership to the Direct Services Team, modelling compliance with service scope, MARAM framework and the DV Vic Code of Practice and other FV frameworks where required
- Lead practice where all victim survivors are respected, risk factors are mitigated, and safety is increased
- Ensure all staff have a clear understanding to the requirements of their role including current best practice, mandatory requirements, case management, documentation, data collection and reporting, and contributing to sector awareness of inTouch practice and values
- Demonstrate skills in maintaining a client centered focus, especially in times of high demand, organisational change and competing demands
- Ensure all direct reports are supervised and supported to fulfill their role, and foster a calm and supportive workplace culture, where feedback is given and accepted with respect
- Support access to regular external supervision and professional development opportunities
- Regularly monitor service delivery and record keeping to ensure all services align with current best practice
- Monitor and manage service requirements and demands, including staff workloads, client allocations and recruitment requirements

Data and Reporting

- Ensure accurate record keeping, according to program guidelines and agency registration obligations
- Use data analysis to direct continuous quality improvement in service delivery
- Supervise and quality control maintenance of client files in line with legislative and policy requirements
- Maintain accurate statistical data using organisations current data systems as required by inTouch and the Department of Health and Human Services
- Contribute to performance monitoring, reporting and acquittal as required

Service Development

- Working with the clinical risk committee, develop and implement service delivery strategies to mitigate identified clinical and organisational risk
- Lead innovation and organizational development within your team, including strategic service development and quality improvement initiatives
- Promote service integration within inTouch through close collaboration with the inTouch Legal Centre, Motivation for Change program and Sector and Community Teams
- Develop and maintain strong relationships with key universal, secondary and tertiary child and family services, including local, state and federal government departments, community service and legal organisations

Position Description Coordinator, Direct Services	Effective Date	May 2022	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2022	Page 2 of 5

- Advocate for inTouch and the needs of migrant and refugee women with key stakeholders. Provide consultation and feedback on key issues, to ensure the needs of inTouch clients are considered. This may include, but is not limited to, feedback on sector reform or legislative change.

PEOPLE MANAGEMENT

- Ensure a safe work environment and compliance with inTouch policies and legislation
- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development
- Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable
- Ensure timely completion of PDRs including development plans for direct reports and provide ongoing feedback on their work performance
- Provide induction to new staff members
- Provide leadership and guidance in ensuring a service culture is applied within professional services
- Lead, mentor and coach staff to promote continuous improvement, including undertaking on-the-job training/instruction and providing daily feedback and performance management
- Monitor, prioritise and coordinate workflow of direct reports

EXTENT OF AUTHORITY

In accordance with the inTouch Delegations Framework.

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in social work, psychology or a related discipline and/or other relevant experience
- At least 5 years management experience
- A comprehensive understanding of the nature and dynamic of family violence and its impact on victims/survivors
- A demonstrated understanding and awareness of structural and social inequities which discriminate against women and children from migrant and refugee backgrounds
- A proven ability to develop, coach, manage and lead a team in quality casework practice, including the ability to respond to crises and emergencies
- Highly developed interpersonal and communication skills, both written and verbal
- Excellent time management and negotiation skills
- Advanced computer skills and competencies

Desirable:

- Sound knowledge and familiarity of family violence frameworks, related policies and legislation
- Additional qualifications in management
- Speaking a language other than English would be an advantage

Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children
- High ethical standards and values, ability to act with integrity and confidentiality
- Authentic leadership style, able to model desired behaviours and create an effective team environment that balances individual and organisational needs
- Ability to sensitively manage stakeholder relationships

Position Description Coordinator, Direct Services	Effective Date	May 2022	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2022	Page 3 of 5

- Flexibility and resilience in leading a team through change and growth processes, drives change using broad influencing skills to overcome barriers and gain support
- Uses analytical and conceptual skills to draw on a range of information to identify improvements

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must hold a current Victorian driver’s license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy

QUALITY AND CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation’s audit, contract and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 reference checks, a national criminal records check, working with children check, international police check (if applicable), driver’s license check, proof of identify, working rights in Australia and qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one week’s notice.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

Position Description Coordinator, Direct Services	Effective Date	May 2022	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2022	Page 4 of 5

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of requirements of the Privacy and Data Protection Act 2014.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from those who identify as female only.

Applicants should express their interest through a short cover letter attaching their resume and a brief document, limited to 2 pages, addressing the key selection criteria.

Email your application to narelle@mathershrcconsulting.com.au

Position Description Coordinator, Direct Services	Effective Date	May 2022	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2022	Page 5 of 5