

POSITION DESCRIPTION

Position:	Coordinator, Direct Services
Reports To:	Executive Manager - Client Services
Direct Reports:	Approximately 6-10
Status:	Full time, Ongoing
Location:	East Melbourne and Dandenong, as negotiated. Some days based in the East Melbourne Office are required.
Grade	SCHADS Level 7 + 10.5% Superannuation + salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch’s 2022-2025 Strategic Plan [here](#).

<i>Position Description Guidelines and Template</i>	<i>Effective Date</i>	<i>August 2021</i>	<i>Version: 1.0</i>
<i>Authorised by: Chief Executive Officer</i>	<i>Review Date</i>	<i>August 2022</i>	<i>Page 1 of 6</i>

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 two other Direct Service Coordinators and the inTouch leadership group, 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.

KEY RELATIONSHIPS

Internal	Executive Manager Client Services, InTouch Leadership Group, Case Managers, Legal Centre staff, Motivation for Change staff. A respectful and effective working relationship is required with all InTouch staff.
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

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<i>Authorised by: Chief Executive Officer</i>	<i>Review Date</i>	<i>August 2022</i>	<i>Page 2 of 6</i>

POSITION ACCOUNTABILITIES

Direct Service Delivery / Supervision

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

- Leading your team in an agile, client centred 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
- 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 centred 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
- 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.

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<i>Authorised by: Chief Executive Officer</i>	<i>Review Date</i>	<i>August 2022</i>	<i>Page 3 of 6</i>

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 line with the inTouch Delegations of Authority policy

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in social work, psychology or a related discipline and/or other relevant experience
- At least 5 years leadership experience in the family violence sector
- 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 sound knowledge and familiarity of family violence frameworks, related policies and legislation
- 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:

- Additional qualifications in management would be an advantage
- Speaking a language other than English would also 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
- 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

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<i>Authorised by: Chief Executive Officer</i>	<i>Review Date</i>	<i>August 2022</i>	<i>Page 4 of 6</i>

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 & 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

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<i>Authorised by: Chief Executive Officer</i>	<i>Review Date</i>	<i>August 2022</i>	<i>Page 5 of 5</i>

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee 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.
- The successful candidate is required to comply with the inTouch policy for all staff have full COVID vaccinations, including boosters, unless they have a medical exemption.

PRIVACY NOTIFICATION

The collection and handling of applicants’ and the successful appointee’s personal information will be consistent with the requirements of the *Information Privacy Act 2000*.

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