

POSITION DESCRIPTION

Position:	Program Coordinator - Motivation for Change
Reports To:	Executive Manager Client Services
Direct Reports:	8-10 (including sessional staff)
Classification:	SCHADS level 6/7 (depending on experience and qualifications)
Status:	Full-time, fixed term until 30 June 2022 (on-going role is dependent on funding)
Current Incumbent:	Nil
Location:	East Melbourne and Dandenong. Work from other locations may also be required

ORGANISATION BACKGROUND

inTouch, the 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.

inTouch also recognises that for men who use violence against women and children it is difficult to find support that is culturally relevant and appropriate. inTouch aims to provide responses for men to be held to account for their use of violence towards family members and be exposed to non-violent ways of behaving and relating.

Vision

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

Purpose

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

PROGRAM OVERVIEW

The Motivation for Change program was established in late 2018. The program has developed and delivered a bespoke and dedicated trauma-informed and culturally accessible response to holistically engage men who otherwise may come to the attention of police, courts and other service providers, and yet, for a number of reasons, are unable to access services to assist them in stopping their use of violence. The current focus cohort of the program is men from Afghani and south Asian backgrounds, as well as men from the Horn of Africa region.

The *Motivation for Change* in-language, in-culture tailored intervention for perpetrators from migrant and refugee backgrounds program will provide multiple streams to ensure comprehensive engagement of the cohort. The streams will be reviewed and revised regularly to meet the needs of the community and clients. This will include programs delivered in language and in English, to best meet the needs of the participants.

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The program will combine weekly group sessions for men, facilitated by trained experienced workers, complimented by weekly case management sessions.

The program aims to prepare participants for smooth access to family violence and other supporting services where appropriate. It will reduce levels of mistrust and fear of mainstream services and normalize the experience of seeking support and, ultimately, living lives free from violence.

POSITION SUMMARY

We are seeking an enthusiastic and well organised professional to join inTouch. This is a great opportunity for an experienced individual who is passionate about leading an intervention program that addresses the needs and barriers faced by men who use violence from migrant and refugee communities and embraces opportunities to innovate and expand the program.

The Program Coordinator will be required to develop positive and effective local partnerships with external service providers which may include family violence services, NTV, The Orange Doors, men's behaviour change programs, child protection, community legal centres, courts, culturally-specific agencies, settlement services and Victoria Police.

KEY RELATIONSHIPS

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|----------|---|
| Internal | Chief Executive Officer, Executive Manager Client Services, Executive Manager Sector and Community, Chief Operating Officer, Leadership Team, Trainers, Case Managers and the Office Coordinator.
Effective working relationships are required with all inTouch staff. |
| External | Family Safety Victoria, No to Violence, various government departments, local service providers including AOD, mental health services and men's behaviour change program providers, Magistrates Court, Child Protection, Victoria Police, Southern Melbourne Integrated Family Violence Network and local community organisations |

POSITION ACCOUNTABILITIES

The position will manage all aspects of the program including leading a team of inTouch Case Managers and casual Group Facilitators. The Motivation for Change Coordinator engages with inTouch staff across the organisation, including working closely with the Direct Services team and the Sector and Community Team. This position is a part of inTouch's leadership group.

- Implement and refine the Motivation for Change program, including taking opportunities to innovate and grow
- Maintain effective working relationships with key stakeholders, including but not limited to funding bodies
- Liaise closely with staff across the organisation, such as the Direct Service Team who provide partner contact for MFC and the Sector and Community Team, supporting community engagement and sector capacity building
- Work with the Clinical Risk Committee to identify, monitor and reduce risk wherever possible
- Participate in relevant interagency meetings and forums to raise awareness and advocate for the Motivation for Change Program and inTouch

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- Work with relevant organisations across the sector to develop partnerships, including clear referral pathways into and out of the MFC program
- Participate in project monitoring, evaluation and continuous improvement, to ensure services are efficient, effective and meet the needs of clients and their families
- Oversee administration, data collection and reporting requirements of the program, internal and external
- Write funding applications to take advantage of opportunities to secure additional funding
- Work with the Executive Team to maintain strategic focus to ensure alignment with the broader sector reform

PEOPLE MANAGEMENT

- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development to enable the team to deliver the business outcomes of the program effectively and efficiently
- Ensure timely completion of organisational professional development requirements, including development plans for direct reports, providing ongoing feedback on their work performance and ensuring regular access to external supervision.
- Provide a comprehensive induction program to new staff members
- Ensure a safe work environment and compliance with inTouch policies and legislation
- Lead, mentor and coach staff to promote continuous improvement
- Monitor, prioritise and coordinate workflow of direct reports

EXTENT OF AUTHORITY

In accordance with the inTouch Delegation Policy

KEY SELECTION CRITERIA

Essential:

- Graduate qualifications and/or other relevant experience in working with men who use violence towards family members within Victoria’s men's behaviour change context
- Demonstrated knowledge of the key frameworks and principles of working with men who use violence towards family members, including contemporary approaches, risks and strategies, and family violence-related policies and legislation
- Comprehensive knowledge of risk assessment and response in working with men who use violence
- Demonstrated understanding and awareness of the causes of family violence and its impact on people who experience family violence
- Minimum five years’ experience in leadership in program management
- Resilience in leading a team through change and growth processes
- Proven ability to develop and support positive relationships with a wide range of key stakeholders
- Experience in staff management including ability to mentor, coach, supervise, motivate and manage staff
- Demonstrated skills in dealing with difficult casework situations, including the ability to respond to crises and emergencies
- Advanced skills in MS office software;
- Proficiency in oral and written English

Desirable

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- Demonstrated understanding and awareness of structural and social inequities which discriminate against people from culturally and linguistically diverse backgrounds (CALD), and in particular those with refugee and/or asylum-seeker backgrounds
- Comprehensive understanding of the gendered nature of family violence, and its impact on women and children

Personal Attributes

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

SPECIFIC RESTRICTIONS/CONDITIONS

May require out of hours or weekend work

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 your 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
- Lead a culturally strong and positive working environment in a continuous improvement approach.

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CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise 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 referees, a national criminal records check, working with children check, international police check (if applicable), drivers licence check, proof of identify, working rights in Australia and qualifications;
- Some travel within Victoria may be required from time to time;
- 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.

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.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a short covering letter explaining why you are interested in this position and attach you CV and a brief (2 pages max.) document addressing the key selection criteria.

Email your application to recruitment@intouch.org.au

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