

Position description

Title	Coordinator Family Violence Services
Reports to	Program Manager Family Violence Services
Classification & Salary	SCHCADS Level 8 (plus super and salary packaging)
Employment Status	Part Time 0.8EFT, Ongoing
Primary Location	Bayside Peninsula
Date	August 2021

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Family Violence Coordinator is a leadership position that sits within the Safety and Resilience Stream, reporting to the Program Manager, Family Violence. This position will lead a team of family violence specialist practitioners to deliver a high-quality service to women and children who are experiencing, at risk, or recovering from family violence. The Coordinator will take ownership of, and responsibility for, all aspects of their programs within their portfolio, including, but not limited to: driving processes and procedures to ensure best outcomes for the women and children we support, ensuring risk and safety remain the priority; representing programs and Good Shepherd at internal and external meetings; meeting reporting and compliance requirements; undertaking all aspects of people management; and supporting your team of team leaders to embed solid trauma informed family violence practice in all program areas.

Key Responsibilities

- Provide operational leadership, ensuring delivery of high quality, trauma informed, integrated and person-centred services to achieve best outcomes for clients.
- Meet outcomes as per funding providers, service delivery partners and organisation standards and priorities.
- Provide high quality leadership through promotion of open communication, teamwork and delegation.
- Provide high quality, strength based, reflective supervision to direct reports.
- In collaboration with the Program Manager- Family Violence, support the growth of Good Shepherd's services through business development opportunities and partnerships with funders and community organisations.
- Participate in external stakeholder partnerships and governance networks.
- Ensure family violence programs are delivering against agreed goals, strategies and operational outcomes consistent with Good Shepherd's mission and service strategic plan.
- Assist Team Leaders with effective recruitment and selection processes for new employees.
- Support Team Leaders to lead family violence specialist practitioners, in all aspects of people management and service delivery
- Ensure accurate and timely reporting
- Ensure employees understand and implement Good Shepherd policies and procedures
- Manage, monitor and deliver all services within agreed budget
- Participate in the Family Violence After-hours Program roster.
- Other duties consistent with the position where required and/or requested by the Program Manager Family Violence.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
 - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
 - Maintain a client-centred approach to service delivery at all times
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Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership Capabilities

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening– concentrate on, understand and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development – development of strategies to address gaps and optimise team function
- Delegation – team members are developed to competently manage delegated tasks
- Objective setting – development of team and individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes and continuous improvement
- Work allocation – allocates tasks and accountability to balance and optimise team outcomes

Qualifications, Experience and Mandatory Requirements

- Formal qualifications in Social Work, Psychology, or related discipline to degree level is essential
 - Experience working in a leadership role within family violence is essential, with additional experience in family services, child protection or related context being favourable.
 - Employment is subject to:
 - A satisfactory Police Check
 - A current Working with Children's Check (WWCC)
 - Proof of the right to work in Australia
 - A current Australian Drivers Licence
 - **The above requirements will need to be supplied and verified prior to commencement**
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Key Selection Criteria

1. Significant leadership experience, with an ability to drive quality delivery and ensure high individual and team performance to achieve business and service delivery outcomes and targets.
2. Sound understand of the family violence sector and reform agenda, aligning with Good Shepherd's Family Violence Services and embedding as family violence contemporary best practice
3. Demonstrated people management experience including practice supervision, recruitment, employee relations, and setting and monitoring of individual key performance indicators.
4. An understanding of the funding, governance, legislative requirements, and contemporary quality frameworks operating in the sector.
5. Demonstrated capacity to apply a high level of analytical skills to ensure the achievement of organisational objectives.
6. An ability to think strategically, with demonstrated experience of promoting new ideas and opportunities, and implementing change.
7. Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks.
8. Excellent written, organisational, interpersonal and communication skills.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.