



POSITION TITLE: PROGRAM COORDINATOR (Strong Indigenous Families)

Position Title	Program Coordinator	Program / Funding Stream	Strong Indigenous Families
Position Classification	HPCS 5-6 / AOS 5	Finance Funding Code	PMC46
Reports To	Manager Community Services	Direct Reports	Case Managers Counsellors Community Engagement Support Officers (CESO)
Program / Role Description	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. Strong Indigenous Families is a program designed to assist address family violence in Indigenous communities as part of the National Plan to reduce violence against women and their children. The Program is based on a whole family approach to address the causes of family violence.</p> <p>The Program Coordinator role is responsible for the operational delivery, monitoring, and reporting of the program in whilst ensuring culturally appropriate services are designed and delivered in accordance with the Strong Indigenous Families project agreement. The Coordinator is accountable for the daily supervision of the service team in accordance with policies, procedures, standards, contracts and legislation. This position, in conjunction with senior management, is required to work collaboratively with key stakeholders to ensure a coordinated and integrated approach that assist break the cycle of family and domestic violence and child removals from their families. There is also an expectation that the Program Coordinator will hold a clinical caseload, in which they will be responsible for developing interpersonal relationship with clients to enable them to develop self-understanding and to make changes in their lives within a framework that is culturally appropriate and trauma-informed.</p>		

Qualifications	Essential:	Diploma in Community Sector Management and / Diploma of Counselling or equivalent in Social Services / Mental Health fields.
	Desired:	Degree in Social Services /Sciences /Mental Health Graduate Diploma of Community Services Sector or equivalent
Experience	Essential:	Demonstrated experience in delivery of social / mental health / counselling services including case management Previous experience in the coordination / supervision of a community services program Experience in the delivery of support and services to individuals effected by family / domestic violence
	Desired:	Previous experience coordinating or leading a team in the delivery of support services in Family and Domestic Violence
Prerequisites	National Police Records Check and Working with Children's Clearance Current Northern Territory Driver's License Appropriate Registration for profession (Social Worker, Counsellor, Mental Health Nurse) – if applicable	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<p>Coordination of the program / project in line with Wurli policies, procedures, standards, legislation and program funding agreement</p> <p>Development and delivery of an action-based integrated service response to individuals and families experiencing family or domestic violence in the Wurli service region using a model that incorporates the following elements:-</p> <ul style="list-style-type: none"> ○ A 'wrap around' approach that assists clients holistically and is considerate of the clients entire environment and circumstances to build a service integration safety net ○ Ensures an 'entire family' approach that is woven thought the model to provide of refer each family member to the required services ○ Is based upon current evidence and practical knowledge gained from Wurli experiences 	<ul style="list-style-type: none"> ● Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:- ● Program targets families with children (aged peri-natal to 16 years) ● Facilitate the bridging of service gaps in the Katherine region ● Provision of timely and regular intensive family focused case management ● Outcomes achieved in breaking the cycle of domestic and family violence and child removals from families

	<ul style="list-style-type: none"> ○ Is developed from an ATSI perspective and appropriate to the region <p>Ensure an action based integrated service response to individual and families experiencing family of domestic violence or who are at high risk of injury or death incorporate the use of NT Family Safety Framework model and Common Risk Assessment Framework (CARF)</p> <p>Ensure the client service team are providing appropriate care in accordance with program specifications for engagement, specialised therapy and client needs to address behaviours often associated with domestic and family violence that effect family safety using a trauma informed framework</p> <p>Ensure client interventions and activities (individual and group) are culturally safe, strengths based, solution focused with a focus on engagement, respectful relationships, practical outcomes and connectedness with community.</p> <p>Ensure utilisation of the existing Strongbala program for men where required whilst delivering an equally necessitated program to women and children</p> <p>Coordination of the identified referral pathways to be maximised and monitored</p> <p>Provide counselling sessions that apply theoretical knowledge of complex trauma and/or crisis interventions, demonstrating an ability to assess for and manage complex trauma appropriately</p> <p>Provide for skill development in the areas of coping mechanisms, mediation, conflict resolution, anger management, grief and loss and health promotion</p> <p>Identification and provision of strategies to assist keep women and children safe including the development of safe exit bags.</p> <p>Ensure interventions developed to address client needs are clearly linked to an appropriate treatment plan, which is continuously monitored and evaluated for effectiveness</p>	<ul style="list-style-type: none"> ○ Counselling, group work and community education sessions, conducted in accordance with program requirements ● Successful counselling outcomes met by achieving case plan goals in determined time frames
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PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<p>Promote services, raise awareness of issues facing target group, work in collaboration with other Wurli services, external agencies and the community to develop meaningful responses and innovative local solutions to gaps.</p> <p>Maintain a network of relevant government, community and business contacts in order to leverage support for the target group</p> <p>Promote the availability of services, provide community awareness activities on issues impacting on families experiencing violence and collaborate with other services to provide opportunities for young people.</p> <p>Participate in the regular monitoring and evaluation of the program and attendance and participation in Wurli weekly intake meetings</p>	<ul style="list-style-type: none"> • Meet with senior manager on a quarterly basis to determine appropriate levels of service are maintained • Active involvement and contribution to networking, advocacy, monitoring and evaluation of the program
HUMAN RESOURCES / TEAM SUPPORT	<p>Lead and supervise the service team to work effectively and deliver within the program requirements</p> <p>Supervision of the programs human resources in accordance with Wurli policies and procedures and the delegations framework of Wurli, including but not limited to: - leave approval, hours of work, payroll authorisation, absence, under performance etc.</p> <p>Provide assistance with recruitment, selection and induction of staff</p> <p>Supervision and performance management of the client service team; Counsellors, Case Managers and CESO's</p> <p>Implement a program of training and professional development for staff</p>	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained • Delegated Human Resource functions are completed in accordance with time frames and standards • Proactive approach in management of staff request, grievances, disputes and performance • Contribute to, and be part of, the organisational culture where teamwork, cooperation, client service, staff

	<p>Ensure staff participate in an annual performance appraisal and develop an individual annual professional development / training plan and work plan.</p> <p>Actively monitor support staff for the impacts of vicarious trauma</p> <p>Access/schedule minimum monthly clinical supervision</p>	<p>wellbeing, quality, safety and confidentiality are the focus</p>
ADMINISTRATION & REPORTING	<p>Ensure quality service delivery is maintained through continuous improvement activities including case reviews, staff meetings, planning forums, service reviews and the integration of client feedback.</p> <p>Ensure client files, data collection systems and service documentation are up to date; produce quality internal and external client and service reports as required.</p> <p>Complete all associated administrative functions such as, finance, HR, risk assessment and asset management procedures in a timely fashion in accordance with Wurli procedures and standards.</p> <p>Complete all reporting requirements to standard as required and within the required time frames.</p> <p>Assist in the preparation of program reports and submission</p>	<ul style="list-style-type: none"> • All administrative functions are actively undertaken, accurate and timely <ul style="list-style-type: none"> • Client / program records • Program Reporting • Finance administration • Human Resource administration • Risk Management and WH&S administration • Client files are accurate, complete and maintained in a confidential manner
WORKPLACE HEALTH & SAFETY	<p>Ensure your personal health and safety, and that of others in the workplace</p> <p>Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</p> <p>Promote and deliver in accordance with Wurli's risk management framework</p> <p>Report all accidents, incidents, near misses and hazards immediately</p> <p>Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint.</p>	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times

	Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program and delivery as required.	
CORPORATE IDENTITY	<p>Drive and lead the service culture in line with Wurli vision and values. Act as a role model for staff and clients</p> <p>Maintain professional networks that allow for good service delivery and continuity of care for patients</p> <p>Act in accordance with Wurli’s Code of Conduct</p>	<ul style="list-style-type: none"> Leads by example and promotes Wurli’s Values and image of the organisation and program. Acts in a professional manner and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> Collaborative: Exceptional ability to collaborate, communicate, and execute outcomes across functions and all levels of employees and stakeholders; Encourages and cooperates with others to achieve common goals Analytical: Collects, organises and applies information relevant to specific needs and outcomes Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis. Ability to communicate sensitively and effectively with Indigenous people Ability to build and manage credible and productive internal and external working relationships Excellent organizational and time management skills High level of discretion and sound judgment, 		<ul style="list-style-type: none"> Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures Demonstrates knowledge of Family and Domestic Violence including context, principles, philosophies, models and approaches Demonstrated knowledge and understanding of Indigenous societies and culture, including issues effecting indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities Demonstrated ability to work within a service delivery model which recognizes people’s capacity for change while acknowledging the serious impacts of domestic, family and community violence Demonstrated articulation of a well-developed practice framework for crisis intervention in a domestic violence context and counselling (including children and young people), as well as an understanding of the practices and principles of community development and education A demonstrated ability and commitment to supervise / lead a small yet diverse staff team delivering services to families with children who are at risk of, experiencing or recovering from family violence. Demonstrated knowledge of trauma informed case management

	<ul style="list-style-type: none">• Demonstrated ability and to coordinate a high quality service including service evaluation and development, program planning, and program policy and procedures.• High level communication skills and a demonstrated willingness and ability to represent the organisation externally, including managing and developing essential stakeholder relationships and partnerships.• Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent.• Excellent written, communication and listening skills
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