



POSITION PROFILE

POSITION TITLE: PROGRAM COORDINATOR

Position Title	Program Coordinator	Program / Funding Stream	StrongBala Justice Project
Position Classification	HPSC 5 - 6/ AOS 5	Finance Funding Code	PMC42
Reports To	Community Services Manager	Direct Reports	Case Workers
Program / Role Description	<p>Wurli-Wurlinjang Health Service (WWHS) is an Aboriginal Community Controlled Organisation that prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable.</p> <p>WWHS operates a range of clinics and provides a range of primary health care and other services which include our Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children’s Health, Men’s Health and a Dental Clinic.</p> <p>We also deliver Community Service programs which aim to achieve better outcomes in early intervention, treatment and management through an integrated approach in a primary health care setting like our Alcohol and Other Drugs Program, Social and Emotional Wellbeing program, Katherine Individual Support Program and our Strong Indigenous Families program.</p> <p>As well as providing Clinical and Community Services WWHS also provides Professional Development and Training, as well as Corporate Services being: Human Resources, Finance, Infrastructure, Work Health and Safety, Compliance and Administration Support.</p> <p>The Program Coordinator role is responsible for the delivery, monitoring and reporting of the program in accordance with the Project funding agreement; Which is working with Aboriginal men to build their understanding of the social, health and personal reasons that impact on their offending and on the things they need to improve in their lives.</p>		

	<p>The Coordinator role will ensure an action based and integrated service response to indigenous males from Katherine and surrounding communities referred to the program by NAAJA, Katherine Magistrates Court, NT Supreme Court, NT Correctional Services and local or community based non-government organisations of other justice agencies or following periods of incarceration, detention or police contact.</p> <p>The Coordinator role will involve the review, updating , scheduling and cyclical delivery of the 13 week Personal Development Program (PDP) in consultation with relevant parties (A daily education and activity program).</p> <p>This position will also be responsible for the daily supervision of the service team in accordance with policies, procedures, standards, contracts and legislation.</p>	
Qualifications	Essential:	Diploma in Community Sector Management or equivalent
	Desired:	Graduate Diploma of Community Services Sector / Degree in Social Services /Sciences or equivalent
Experience	Essential:	Previous experience in the coordination / leadership of a community services program
	Desired:	Previous experience in case management of or facilitation support in the areas of justice rehabilitation such as education for alcohol, anger management, domestic violence
Prerequisites	<p>National Police Records Check and Working with Children’s Clearance</p> <p>Current Northern Territory Driver’s License</p> <p>Proof of eligibility to work in Australia</p>	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<p>Ensure an action based and integrated service response to indigenous males from Katherine and surrounding communities referred to the program by NAAJA, Katherine Magistrates Court, NT Supreme Court, NT Correctional Services and local or community based non-government organisations of other justice agencies or following periods of incarceration, detention or police contact.</p> <p>Ensure an initial assessment of potential client referrals from courts and other justice agencies are completed and recorded in a timely fashion for</p>	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the project agreement, Wurli’s Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Case management and support services to 40 – 60 indigenous males per year

	<p>the Professional Development Program (PDP) and are in accordance with the referral requirements</p> <p>Ensure an intake assessment is undertaken prior to a client being accepted into the program.</p> <p>Review, updating , scheduling and cyclical delivery of the 13 week Personal Development Program (PDP) in consultation with relevant parties (A daily education and activity program); which includes but is not limited to:-</p> <ul style="list-style-type: none"> • A Health check and follow up ongoing services • Wellbeing and mental health • Anger and Violence • Alcohol and other Drugs • Life skills • Employment and job skills • Housing • Reconnecting to family and community • Literacy and numeracy • Financial management • Navigating support systems (such as Centrelink) <p>Provide a reducing support ‘recall service’ for 13 weeks beyond the PDP</p> <p>Coordination of the service teams operational delivery of the project to ensure it is in line with Wurli policies, procedures, standards, legislation and project funding agreement</p> <p>Ensure the justice support service team are providing appropriate and intensive case management and support services in accordance with the project specifications and the structured 13 week personal development program. (Client Plans to be implemented by end of week one)</p> <p>Monitor the daily “walk-in” traffic and ensure the appropriate services / referrals are made if not relevant to the justice program. If relevant to the</p>	<ul style="list-style-type: none"> ○ Referral and intake assessments completed and recorded for all potential clients ○ Regular cyclical facilitation and coordination of the PDP ○ The provision of vocational, employment and personal development pathways actioned where possible ○ Outcomes achieved in breaking the cycle of engagement with the justice system ○ delivery of 3 – 4 PDP’s in a 12 month period
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	<p>justice program self-referrals must be in accordance with the Wurli self-referral framework</p> <p>Conduct regular case management meetings (once per week) to assess the broad progress of all clients at StrongBala PDP.</p> <p>Effective management and support to clients for the exit stage of the Justice program.</p> <p>Prepare a Statement of Achievement and Statement of Attendance for all clients and issue records as required upon completion of program.</p>	
PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<p>Promote services, raise awareness of issues facing the target group and work in collaboration with other Wurli services and external agencies to achieve project goals</p> <p>Maintain a network of relevant government, community and business contacts in order to leverage support for the target group</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 all service providers 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>Management 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</p> <p>Implement a program of training and professional development for staff</p> <p>Ensure staff participate in an annual performance appraisal and develop an individual annual professional development / training plan and work plan.</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
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>	<ul style="list-style-type: none"> • All administrative functions are actively undertaken, accurate and timely <ul style="list-style-type: none"> ○ Client / program records

	<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"> ○ Program Reporting ○ Finance administration ○ Human Resource administration
<p>WORKPLACE HEALTH & SAFETY</p>	<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> <p>Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program area as required.</p>	<ul style="list-style-type: none"> ● Adheres to Risk Management and WH&S Policy and Procedures at all times
<p>CORPORATE IDENTITY</p>	<p>Drive and lead the service culture in line with Wurli vision and values.</p> <p>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
<p>Personal Characteristics / Qualities</p>		<p>Job Competencies (Skills and Knowledge)</p>

<ul style="list-style-type: none"> • Collaborative: Encourages and cooperates with others to achieve common goals • Innovative: Generates options and ideas ; finds ways to work better and smarter • 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 • Excellent organizational and time management skills 	<ul style="list-style-type: none"> • Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures • 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 • A demonstrated ability and commitment to supervise and lead a small team • Demonstrated ability and to coordinate and deliver a high quality service with specified parameters • 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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