

**Position Description**  
**Position title: PIR Coordinator**

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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.  We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:**  Position Title: PIR Coordinator- North Coast Partners in Recovery | |
| Division: | Service Delivery |
| Reports to: | Program Manager PIR |
| Position Purpose: | The PIR Coordinator will support the Program Manager in the operations of PIR in the North Coast with a focus on ensuring PIR participants receive a consistent, high quality service reflecting Mission Australia’s objectives and Values Statement |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Program Coordination** | | **Key tasks** | **Position holder is successful when** | | * Assist PM to coordinate program implementation activities within the designated region (NNSW) in accordance with the annual work plan. * Support the development, implementation and evaluation of strategic planning activities and documents to drive the successful transition to the NDIS. * Undertake monthly reviews and regular monitoring activities to ensure quality program delivery to the PIR target group, contract compliance and to identify opportunities for improvement. * Work collaboratively with the Program Manager and Lead Agency Team to develop systems and processes that meet changing program requirements and improve outcomes for the PIR participants, including evaluation and feedback systems. * In collaboration with Program Manager, prepare Department of Health reporting requirements for the program. * Identify system (ie: data base), process and administrative changes needed within the program to comply with in-kind reporting and ensure changes are effectively communicated to all stakeholders. * Participate in workshops, proactively seek information and stay abreast of NDIS as it relates to psycho-social disability to ensure PIR resources, information and tools remain current. * Assist PM in the development of standard processes that SFs can use to transition PIR participants who are not eligible for the NDIS to appropriate alternative supports before the end of the transition phase. * Coordinate, participate in and monitor the activity of monthly NCPIR Local Program Coordination meetings. * Identify and report risks (partner performance, contractual and reputational risks) to Program Manager. | * Implementation activities within the designated region (NNSW / MNC) are coordinated in accordance with the annual work plan. * Support is given with the development, implementation and evaluation of strategic planning activities and documents and the program is successfully implemented * Monthly reviews and regular monitoring activities are undertaken to ensure quality program delivery to the PIR target group, contract compliance and opportunities for improvement are identified. * Systems and processes that meet changing program requirements and improve outcomes for the PIR participants, including evaluation and feedback systems are developed. * Reports are prepared and submitted on time * Changes needed within the program to comply with in-kind reporting are identified and effectively communicated to all stakeholders. * Workshops are attended and information and resources are kept current * Standard processes that SFs can use to transition PIR participants who are not eligible for the NDIS to appropriate alternative supports before the end of the transition phase are developed. * All staff across the program are well informed, act consistently and in line with program guidelines and requirements. * All risks are reported in a timely manner. | | **Key Result Area 2** | **Staff Support, Information & Training** | | **Key tasks** | **Position holder is successful when** | | * Identify, coordinate and participate in training and development activities for NCPIR that support effective communication across the region and a consistent approach to program delivery in all areas. * Contribute to the development, implementation and evaluation of program resources including communication, marketing and induction for new NCPIR staff in association with PM. * Support the orientation of new Support Facilitators, Peer Workers and Line Managers into NCPIR systems, reporting, and program deliverables to ensure new staff are supported to perform effectively in their role as early as possible. * Participate on recruitment panels for Support Facilitators, Peer Workers roles with Line Managers and partner agencies to ensure high performing candidates are appointed with a strong cultural fit to program and role. * Provide a contact point for Support Facilitators, Peer Workers and Line Managers within the region to respond to enquiries and to provide information, coaching and support to enable effective program delivery. * Prepare for, attend and where required facilitate program meetings including the monthly NCPIR Local Program Coordination meetings, the monthly Line Manger webinar and the HQ team meeting.. * Maintain a close, collaborative working relationship within the NCPIR team to ensure program integrity across the NCNSW region. | * NCPIR Staff are provided with quality induction and receive training and development to improve their performance and meet their personal development and career requirements as relevant to their role. * NCPIR staff are provided with quality induction and training as per NCPIR guidelines. Promotional materials are updated as required including the resource kit, and website. * New staff are clear on the program requirements and systems. * Recruitment processes are supported by the NCPIR HQ team. * Staff across the NCPIR program are well supported by the HQ team and are provided with accurate up to date information. * Internal meetings are well planned, resourced, implemented and attended. * Contributions to the NCPIR team meetings and interactions with team members are positive and support successful implementation of the program. | | **Key Result Area 3** | **Relationship Management** | | **Key tasks** | **Position holder is successful when** | | * Proactively develop collaborative networks and attend regional forums and meetings with mental health service providers to promote NCPIR and community recovery models and to contribute to service system reform including the transitions to NDIS * Develop positive working relationships with NDIA regional contacts, including Local Area Coordinators, to support the transition of NCPIR participants to the NDIS. * Attend meetings as delegated by the Program Manager to inform relevant groups about the progress of PIR and receive feedback * Promote public relations and awareness of NCPIR by involvement in local community activities and in line with the mission, values and policies of Mission Australia. | * Networks are built with a range of stakeholder groups that support community recovery and the NDIS transition and contribute to a positive reputation for NCPIR. * Strong relationships with the NDIA and LAC are in place across the footprint. * PIR is represented on key groups across the footprint. * PIR is promoted often and well known in the community and well understood by key stakeholders | | **Key Result Area 4** | **Workplace Health & Safety** | | **Key tasks** | **Position holder is successful when** | | * Participate in the mitigation of risk to all staff, visitors, and clients by demonstrating compliance with WHS requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented. * Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the health, safety and welfare of employees, volunteers and clients at Mission Australia. * **Comply with internal policies and procedures related to WHS and Workers Compensation.  Engage in consultation with elected WHS representatives or workgroups to ensure that risk management planning, incident management, and safe work practices are implemented to mitigate risk to staff, clients, volunteers and members of the public.** * **Report any concerns regarding WHS of sub-contract partner organisations to the Program Manager.** | Staff are supported to perform to their roles in a safe manner, and able to identify risks associated with relevant tasks  Position holder shows active participation in WHS procedure development and compliance with all Mission Australia WHS Policy.   * Risks are identified early and reported to the Program Manager | | |
| **P**  **U Work Health and Safety**  Everyone is responsible for safety and must maintain:   * A safe working environment for themselves and others in the workplace * Ensure required workplace health and safety actions are completed as required * Participate in learning and development programs about workplace health and safety * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries   **Purpose and Values** | |
| * Actively support Mission Australia’s purpose and values; * Positively and constructively represent our organisation to external contacts at all opportunities; * Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; * Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.); * To help ensure the health, safety and welfare of self and others working in the business; * Follow reasonable directions given by the company in relation to Work Health and Safety. * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries * Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards * Actively support Mission Australia’s Reconciliation Action Plan. | |

**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Contract management * Relationship management * Communication and influence * Values alignment * Results orientation * A solid understanding of the mental health service system in the region including clinical and non-clinical services * Knowledge of mental health policy and legislation, including the National mental health standards * Cross cultural competence and demonstrated understanding of the current and historical issues impacting the wellbeing of ATSI communities * Attention to detail * Organisational awareness * Computer literacy in a Windows environment |
| **Key challenges of the role** |
| Ensuring the efficient and appropriate Implementation of the PIR program across the north coast.  Instigating monitoring and evaluation processes of all program related activities to ensure contractual obligations are met and the premise of the program and its stated objectives are adhered to by all partner agencies.  Efficient management of all implementation activities and strategies |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name** |  | **Approval date** |  |