

# POSITION DESCRIPTION

Coordinator- Level 5

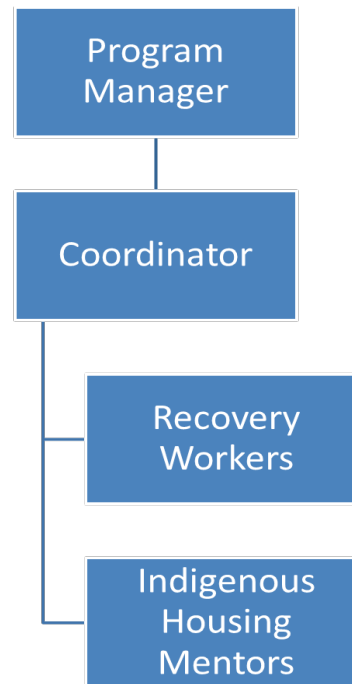
<b>Job Title:</b>	<b>Coordinator Woree Supported Accommodation - Level 5</b>
<b>Responsible To:</b>	Program Manager
<b>Responsible For:</b>	Providing assistance to homeless clients in the provision of individualized case management support to people accommodated in Douglas House.
<b>Founding Purpose</b>	<i>“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)</i> Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
<b>Vision</b>	<i>Pathways for life</i> Our vision is to see a fairer Australia by enabling people in need find pathways to a better life
<b>Organizations’ Core Values</b>	Compassion Integrity Respect Perseverance Celebration
<b>Organisation Mission</b>	Walking alongside those in need, we help people discover: <ul style="list-style-type: none"><li>• <i>Pathways to strong families and healthy, happy children</i></li><li>• <i>Pathways through a successful youth</i></li><li>• <i>Pathways away from homelessness</i></li><li>• <i>Pathways to skills and qualifications</i></li><li>• <i>Pathways to sustainable employment</i></li></ul>
<b>Position Purpose:</b>	To support clients by ensuring individualized case management in a social housing facility – Douglas House.
<b>Key Challenges</b>	The ability to manage a range of support activities for client case management purposes.

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<b>Key Result Areas</b>	<ul style="list-style-type: none"><li>▪ Client Support</li><li>▪ Program Support</li><li>▪ Learning and Innovation</li><li>▪ Administration</li></ul>
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## A. ORGANISATION CHART (What are the key reporting relationships for the role?)



## B. JOB REQUIREMENTS (What are the key activities for the role?)

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Key Result Area 1	Client Support	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> <li>• Respond to referrals of clients to the service from internal (Street to Home and Douglas House) and external (CCWG) support services and conduct over-the-phone and formal face-to-face assessments of suitability for support.</li> <li>• Undertake initial registrations for clients, including all necessary paperwork and application forms.</li> <li>• Induct clients into the service including property, facilities, financials and regulations as relevant.</li> <li>• Work with clients to create individualized support plans including referral to supplementary services as needed.</li> <li>• Provide support to the Recovery workers who provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counseling as required.</li> <li>• Assist clients in the process of transition out of the service into independence or other services.</li> <li>• Conduct group case management sessions (Stakeholder meetings) for clients where necessary and appropriate such as living skills, budgeting etc.</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals are responded to and appropriate clients are selected for the program.</li> <li>• Thorough registrations are conducted and all required paperwork is completed and put on file</li> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Support plans are created for all clients in line with Mission Australia best practice.</li> <li>• Ongoing support is provided for client that meets their individual needs and situation.</li> <li>• Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.</li> <li>• Case conferencing provided as required.</li> </ul>	

Key Result Area 2	Program Support	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> <li>• Actively participate and engage in interagency meeting, forums etc. for the development of services for homeless people.</li> <li>• Work with the outreach team (Street to Home) to develop creative engagement strategies and solutions to issues facing individuals or groups of rough sleepers.</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships are developed with other agencies and contribution is made to the development of homelessness services in Cairns.</li> <li>• Creative engagement strategies allow improvement in access to rough sleepers and the building of constructive</li> </ul>	

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<ul style="list-style-type: none"> <li>• Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development of staff.</li> <li>• Monitor the housing facilities to ensure that all aspects of property, supplies, financial and regulations are upheld, and address any areas that need attention.</li> <li>• Actively participate in the sourcing of the service to ensure that it meets the requirements of residents and relevant rules and regulations, including purchasing of materials, engagement of repairers etc.</li> </ul>	<p>relationships.</p> <ul style="list-style-type: none"> <li>• Active contribution is made to the development of the program including participation in staff training and development.</li> <li>• Housing facilities are well managed and issues dealt with a timely manner.</li> <li>• Sites are well resourced and maintained.</li> <li>• Works closely with Program Manager in making decisions.</li> </ul>
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Key Result Area 3	Learning and Innovation	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> <li>• Facilitate and contribute to the sharing of knowledge and best practice ideas with other services, agencies and community members</li> <li>• Actively engage in encouraging and enhancing the team spirit and contribute to maintain a motivating environment</li> <li>• Providing mentoring and advice to other workers in the service and support staff development plans where required</li> <li>• Generate training ideas around the needs of the team and where appropriate generate learning packages.</li> <li>• Model a high level of personal presentation and deliver a high quality of professional service as defined in the Mission Australia Code of Conduct to other workers</li> <li>• Maintain programme knowledge and a high level of expertise, ensure changes</li> </ul>	<ul style="list-style-type: none"> <li>• Engages with all team processes including attendance at Team Meetings and planning days</li> <li>• Initiatives are developed and implemented which contributes to a positive and motivated team environment with the Program Manager.</li> <li>• Mentoring is provided to members of the team with positive feedback received and active contribution is made to the development of the team</li> <li>• The training needs of the team are ascertained and initiatives are initiated to meet these needs</li> <li>• The Mission Australia code of conduct is promoted and adhered to at all times</li> </ul>	

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<p>and developments in the community sector are disseminated to all team members, committee and Community Partners</p> <ul style="list-style-type: none"> <li>• Access training and development opportunities in line with areas identified in Performance Reviews.</li> <li>• Supervise a number of staff on a 24 hour roster basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Team members are aware or changes on the program and development within the sector</li> <li>• Training and development is undertaken as needed</li> </ul>
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<b>Key Result Area 3</b>	<b>Administration</b>	
<b>Key Tasks:</b>	<b>Job holder is successful when:</b>	
<ul style="list-style-type: none"> <li>• Create and update individualized case management files for all case managed clients in line with Mission Australia protocols.</li> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file.</li> <li>• Complete a range of internal and external reports relating to clients and the program.</li> <li>• Complete a range of other administrative duties for the efficient running of the service including bed statistics, reports, referral letters, goals plans etc.</li> <li>• Assist Program Manager with all reporting requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Case management files are created in required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• All required reports are prepared correct and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner.</li> </ul>	

## C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	Purpose and Values
Key Tasks	
<ul style="list-style-type: none"> <li>• Actively support Mission Australia's purpose and values;</li> </ul>	

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- 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 behavior 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 Occupational Health and Safety.

## D. RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

### Competencies

- Client Support
- Values Alignment
- Organizational awareness
- Computer skills

### Experience and Qualifications

- Completed Tertiary qualifications in Social Work; Psychology or Behavioural Sciences. (held for minimal 4 years)
- Senior first aid certificate
- Queensland Driver's Licence
- Significant knowledge and experience working with target group and related issues (minimum 4 years fulltime work experience)
- Proven staff management and development
- Current Suitability Notice from the Commission for Children and Young People – Working with Children Blue Card

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## D. APPROVAL

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<b>Manager's Name:</b>	Phil Flint
<b>Approval date</b>	<b>11<sup>th</sup> Oct 2016</b>