

POSITION DESCRIPTION – TEAM LEADER

Position Title	Community Justice Program Coordinator – Save a Mate, Food Redi, Driver Mentor Programs	Department	Community Justice
Location	Adelaide	Direct/Indirect Reports	Up to 1 direct report
Reports to	Team Leader – Community Justice Operations	Date Revised	August 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0045556

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The Community Justice Program Coordinator – Save A Mate, Food Redi and Driver Mentor programs is responsible for coordination of a range of support programs for people at risk of, or having had contact with the Criminal Justice System. As a member of the SA Red Cross Community Justice Team, and the growth and development of these programs across both the broader metropolitan area and regional locations in South Australia aims to support people move away from further contact with the Justice system. Additionally the role supports the management and development of Justice and Justice Reinvestment volunteers.

The position will work to the Community Justice Operation Team Leader to contribute to design of new initiatives and programs along with the continuous improvement of existing program that meet the needs of community, using a co-design approach through all stages of program implementation, including strong monitoring and evaluation elements.

The Coordinator is a member of the SA Community Justice Team and will be responsible for delivering and coordinating programs which aim to increase the health, wellbeing and social connectedness of individuals in contact with the justice system, through a range of activities delivered in custodial and community settings as relate to Alcohol and Drug Harm Minimisation (Save a Mate) Food Nutrition, Preparation and Budgeting (through Food Redi), and support for individuals to achieve their driver's license (Driver mentor Program). The role requires knowledge of the Justice Sector and will contribute to the development of the content of Community Justice programs, to ensure appropriateness for differing contexts and cohorts, e.g., gender, ethnicity, culture.

■ Position Responsibilities

Key Responsibilities

- Develop and Coordinate program content and delivery within a project management framework to deliver a range of Red Cross Community Justice Support Programs.

- Manage the Community Justice program volunteers related to the SAM, FoodRedi and Driver Mentor Programs in the Community Justice Team.
- Drive the development of new co-designed programs, within a clear project management life cycle to deliver new supports for those impacted by the Justice System in SA.
- Support the development of a continuous improvement approach to all Community Justice Programs within a risk management matrix.
- Ensure accurate records and files are collected and maintained for all program elements as relevant.
- Produce regular and timely reports and statistical analysis including monthly reports regarding program monitoring and evaluation.
- Work with the Community Justice Operations Team Leader and State Manager, Justice to maintain strong relationships and linkages with relevant sector groups and stakeholders across the state to develop projects and programs of work.
- Develop networks and relationships with a focus on community consultation to develop new programs and initiatives.
- Lead or coordinate the delivery of relevant training for staff, volunteers and community in regard to the SAM, FoodRedi and Driver Mentor Programs (and any new initiatives developed through this role).
- Contribute to the development of learning modules and tools as required by the Justice team.
- Work with the Team Leader, Manager and National Justice team to develop, implement and maintain a measurement and evaluation framework drawing on current best practice and ARC processes and policies to ensure quality and programmatic alignment with organisational strategy.
- Maintain current knowledge of the justice sector including key policy issues that impact service delivery.
- Ensure compliance with all relevant Red Cross policies and external requirements
- Display a proactive approach to the management of WHS issues and ensure compliance with Red Cross WHS plan/strategy in accordance with Red Cross policy and legislation
- Contribute to broader Community Justice and Justice Reinvestment programs as required, including the Police Call Out, CBHFA, FoodREDi and Save a Mate programs.
- Manage and mentor the Community Justice Project Officers on a day-to-day basis with guidance from the Team Leader.

■ Position Selection Criteria

Technical Competencies

- Ability to drive and promote program growth within a clear project management lifecycle
- Highly developed presentation, facilitation, oral and written communication skills
- Knowledge of the South Australian justice, corrections and community services sectors
- Ability to advocate for individual and overarching supports and system reform for those affected by the Justice system
- Well-developed analytical, problem solving and decision making abilities
- Advocacy for influence and participate as an experienced member of a team
- Exceptional organisational and time management skills with a demonstrated ability to prioritise a demanding workload
- Skills in report writing and experience working within monitoring and evaluation principles
- Ability to deliver innovative co-designed service and strategic initiatives
- Sound computer skills, proficiency in Microsoft Office, spreadsheet and database use
- Highly developed communication, conflict resolution and problem solving skills

- Ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach
- Ability to communicate effectively and build positive relationships with a diverse range of people, including program participants, volunteers, staff and government departments
- Demonstrated knowledge of community development principles and practices

Qualifications/Licenses

- Current SA Driver licence or equivalent
- Relevant tertiary qualifications, skills and / or experience in social work, law, education, psychology, criminology, youth work and or a related human services field preferred.
- A DCSI Child related clearance is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.