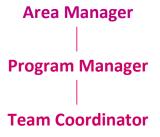
Job Title	Team Coordinator		
Responsible to	Program Manager		
Responsible for	The effective Coordination of the National Psychosocial Support program and the development of cultural expertise in the Darwin office		
Founding Purpose	"This is how we know what love is: Jesus Christ laid down His life for us.		
	So, we also ought to lay down our lives for others." (1 John 3:16)		
	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.		
	Pathways for life		
Vision	Our vision is to see a fairer Australia by enabling people in need find pathways to a better life		
Organizations' Core Values:	Compassion Integrity Respect Perseverance Celebration		
Organisation Mission	Walking alongside those in need, we help people discover:		
	Pathways to strong families and healthy, happy children		
	Pathways through a successful youth		
	Pathways away from homelessness		
	Pathways for life and work ready skills		
	Pathways to sustainable employment		
Position Purpose	Team management and leadership, promotion and development of Mission Australia programs within the context of the National Psychosocial Support Program contract, community needs and reflecting Mission Australia's objectives and Christian values statement		
Key Challenges	Leadership and training of team members to achieve contractual outcomes for clients within Mission Australia's guiding		
	principles		
Key Result Area	Actively support Mission Australia's purpose and values		



#### Position Description Psychosocial Support Program – Team Coordinator

- People Management and Performance
- Relationship Management
- Contract Management
- Administration

## A. Organization Chart (What are the key reporting relationships for the role?)





# B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	People Management and Performance		
Key Tasks	Job Holder is successful when		
<ul> <li>Undertake staff supervision, motivation and support including strong, timely and accurate communication through regular meetings to disseminate information from management and other parts of the organization.</li> </ul>	<ul> <li>Staffs are supported to perform to their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia.</li> </ul>		
• Provide ongoing advice on staff performance to the Program Manager.	Staffs perform above and beyond minimum performance standards and		
<ul> <li>In consultation with staff and the Program Manager, identify staff development and training needs and take appropriate action.</li> </ul>	are challenged and engaged in their role.  Staffs receive development and training to improve their performance and		
<ul> <li>Respond to staff grievances by working closely and in consultation with the Program Manager</li> </ul>	meet the professional and personal development needs, relevant to their role.		
<ul> <li>As directed by the Program Manager, undertake recruitment and selection of new and replacement staff as necessary in a fair and</li> </ul>	<ul> <li>Grievances and employee issues are responded to in line with Mission Australia policies and procedures.</li> </ul>		
equitable fashion, in line with MA's policy and procedural guidelines.	Appropriately skilled and motivated staff are selected, employed and		
<ul> <li>Induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures. Access and consult with the Program Manager to assist with 'on boarding' procedures and other people-related matters.</li> </ul>	<ul> <li>Minimization of workers' compensation claims and premium costs by improved RTW outcomes and reduced duration of claims.</li> </ul>		
<ul> <li>Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with WH&amp;S requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented.</li> </ul>	<ul> <li>Key health and safety performance metrics are achieved including a reduction in the Lost Time Injury Frequency Rate (LTIFR).</li> </ul>		



Key Result Area 2		Program Management		
Key Tasks		Job Holder is successful when		
•	Oversee record management processes and systems management for staff to maintain accuracy, confidentiality and quality.	•	Positive and negative feedback is acted upon as appropriate.	
•	Ensure the efficient provision of Psychosocial Support Program, Continuity of Support (Cos) and Transition, including scheduling of staff,	•	Policies and procedures are adhered to.	
•	adherence to guidelines and procedures to enable good client outcomes.  Seek to develop the service and outcomes with continuous improvement	•	Reports and stakeholder feedback is analysed and improvements are handled properly. Contractual obligations are always met.	
	programs.	•	Escalated client issues are responded to in a timely manner which ensures	
•	Provide high level client/staff issue support including issue escalation and complaints.		minimum impact on clients or relationships. All team members feel equally valued and supported.	
•	Provide excellent service to stakeholders in their requests for information.	•	Stakeholders' requests are responded to as soon as practicable with correct information and politeness.	
•	Implement and review program policies and procedures and provide feedback to the Program Manager.	•	overnight travel to other designated Mission Australia offices within the NT	
•	Build strong working relationships and partnerships with keys stakeholders across Darwin & Palmerston			
•	Support staff to submit high standards and quality NDIS access applications for clients/participants	•	Provide quality assurance and oversight of staff NDIS applications ensuring they meet NDIS requirements and Mission Australia quality standards	



Ke	Key Result Area 3		Administration	
Key Tasks		Job Holder is successful when		
•	Oversee compliance with policies and procedures, including incident management, induction, privacy and antidiscrimination.	•	Staff understand privacy and anti-discrimination policies and incident management is prioritized and completed immediately after an incident.	
•	Prepare any reports as required to meet contract obligations and if requested by a manager for information purposes.	•	Reports are prepared for stakeholders by their due date after being submitted to the Program Manager for checking first. Any reports for managers are prepared by their due date and completed with care and accuracy.	
•	Keep records of staff supervision sessions, team meeting and other important record keeping?	•	Staff files have all relevant information files on them and all other records are available for reference if needed.	

# **C.** Purpose and Values Requirements

Core Area Responsibility

Key Tasks		
•	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;	

**Purpose and Values** 



#### Position Description Psychosocial Support Program – Team Coordinator

- 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.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

### D. Recruitment information

### Competencies

- Personal Effectiveness
- Leadership
- Staff Support
- Program Expertise
- Team Building
- Relationship Management
- Client Focus
- Organisational Awareness
- Results Orientation
- Values Alignment

## **Experience and Qualifications**

Certificate 4 in Mental Health Studies or equivalent



#### Position Description Psychosocial Support Program – Team Coordinator

- Qualifications in management/leadership or minimum 3 years working experience in a leadership role
- Excellent written and verbal communication skills with the ability to communicate with staff, clients, senior managers, peers and key stakeholders.
- NT Driver's license.
- Good organisational and time management skills.
- Team management and staff development working experience.
- Demonstrated sound knowledge of the National Disability Insurance Scheme (NDIS) Psychosocial Access Process
- Experience working in Aboriginal Remote Communities
- Valid NT WWCC (OCHRE Card)
- Ability to travel overnight to other designated Mission Australia offices as required
- Demonstrated ability to work within Mission Australia values

## E. Approval

Manager Name	Marcelo Alvarez
Approval Date	July, 2019

