

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Program Coordinator
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Delivery
Classification:	Community Service Employee
Level:	Level 4
Business Unit/Program:	Triple Care Farm
Reports to:	Program Manager – Triple Care Farm (TCF)
Position purpose:	To provide leadership and direction in the coordination of client support needs in the client's progression towards change in the minimisation of relapse in Alcohol and other Drug use within a safe environment.

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

<p>children and young people engaging with MA services.</p>	
<p>Key Result Area 2</p>	<p>Program Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<p>Coordination of the Program deliverables in but not limited to</p> <ul style="list-style-type: none"> • Assessments in individual placement needs in accessing services, individual goal outcomes and after care supports. • And / or oversee the delivery of the Vocational & Education Team, or Residential Team, or Aftercare Team- pending Coordinator role. • Oversee the functioning of the service to ensure the efficient provision of the Program to Mission Australia clients, including scheduling of staff, allocation of vehicles, adherence to relevant guidelines and procedures (both internal and external), and satisfactory achievement of client outcomes. • Undertake participation in a rotating On Call Roster • Conduct “Wake Up” duties in of the residential cottages as required by relevant Program Manager pending Coordinator role. • Develop new, innovative and relevant programs in accordance with identified student needs and appropriate funding opportunities. • With the Continuous Quality Improvement Officer Monitor, evaluate and document Continuous Quality Improvement of services and report on such activities. • Participate in meetings to facilitate client treatment planning. • Undertake any associated duties as requested or directed by the Area Manager or Program Managers 	<ul style="list-style-type: none"> • Case support plans are formulated that are reflective of individual needs. • Individuals are supported in all program areas that they interact with. • Individuals are supported through a streamlined and seamless calendar of events for the duration of their program goals. • Individuals have knowledge of the services and how to access each area. • Pending approved budget, coordinate any fee for service accredited training (internal and external) within approved budget • Programs operate efficiently within MA values, guidelines and budgets. • Rosters are maintained to ensure optimum staff levels at all times. • Vehicles are available for planned activities as required. • Allocated CQI activities are completed and documented on time. • Breaches of all internal and external policies and procedures are notified to the Program Manager or Area Manager in a timely fashion. • Strong relationships are maintained with clients and stakeholder groups resulting in beneficial outcomes for all parties.

<p>Key Result Area 3</p>	<p>People and Performance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<p>Supervise, lead and motivate the staff within the scope of the coordinator role (pending program area) including but not limited to</p> <ul style="list-style-type: none"> • Trainers in Education Area of Day Program • Welfare Officer • Education Trainer • Intake Team • Aftercare Team • Residential • Act as an effective role model for all Mission Australia Staff. • Lead and motivate staff within the service and proactively ensure all staff are client and trauma informed focused in their approach. • With the Program Manager respond to staff grievances and undertake disciplinary action and terminations in conjunction with internal support functions as required. • Undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures. • Monitor training and development needs of staff and facilitate access to further training as necessary. • Oversee the timely completion of Orientation, Induction, Performance Appraisals and Development Review for all direct reports. • Support student work placement/ voluntary placements as required 	<ul style="list-style-type: none"> • Conduct is professional and appropriate coaching is applied in staff management. • Positive role modelling is demonstrated, and staff performance issues are dealt with in a timely and appropriate manner, and communicated to the Program Manager. • Grievances and employee issues are responded to in a timely and thorough fashion with internal support to ensure minimum impact to Mission Australia and the service. • Skilled and motivated staff are employed by the organisation and undertake all corporate and service specific induction. • All staff complete mandatory training and appropriate levels of competency are maintained. • All staff have performance reviews in place, perform to standards, and are challenged and engaged in their role; subsequent measured improvement in performance.
<p>Key Result Area 4</p>	<p>Client Support & Supervision</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<p>Support, lead and empower the student within the scope of the coordinator role including but not limited to</p> <ul style="list-style-type: none"> • Support the progress of Young People towards the achievement of their goals 	<ul style="list-style-type: none"> • Students are supported in their progress towards targets with positive outcomes achieved.

<p>and their movement through the three stages of the Triple Care Farm program through ongoing support assistance and supervision. Including attending case work, review and case review meetings with students as required.</p> <ul style="list-style-type: none"> • Support students to maintain acceptable standards of student conduct in accordance with the program’s established rules. • Establish positive working relationships with students, endeavoring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioural change. • Resolve student complaints alongside Mission Australia complaints feedback policy. • Working with the Program Managers to develop active partnerships to provide a range of post-program job placement and work experience options for TCF clients. • Pending Coordinator role Coordinate the morning student wake up roster. Assist students in their daily routines including waking them, helping them prepare for the day, eating and cleaning and selecting appropriate attire. • Support the student to access education, employment and other service supports post TCF 	<ul style="list-style-type: none"> • Students are appropriately supervised and engaged. • Students comply with internal and external regulations with minimal non-compliance maintained. • As far as practicable, students demonstrate the ability to participate successfully in group activities with minimal non-compliance maintained. • Student incidents are documented and addressed in a timely and effective manner. • Partnerships are developed and maintained. • Student’s needs are clearly identified with treatment and case plans developed in response to these. • Students are well prepared for each day, attend meetings on time, participate in meals and are appropriately dressed for VET program activities. • Student progress notes are completed daily.
<p>Key Result Area 5</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Conduct a range of WHS duties to ensure the effective and safe running of the service and ensure compliance with relevant legislation • Ensure that Mission Australia Policies and Procedures including Work Health and Safety and statutory requirements are followed. • Manage recruitment processes; staff performance and disciplinary matters and perform other program HR duties in consultation with the Service Manager. 	<ul style="list-style-type: none"> • The service is compliant according to all internal and external regulation, and all staff and clients are aware of guiding policies and procedures • All administration is effectively managed for the service. • Appropriate notes are kept for all students in line with required MA and external standards. • Student files are maintained, with 100% accuracy.

- Support staff to ensure programs streams are recording progress notes, behaviour records appropriately recording student work. Including statistical reporting and evaluation.
- Conduct a range of other administration to ensure the efficient running of the service including reports, statistics etc.
- Ensure the maintenance of relevant medication administration records, case notes and reports on each of the students.
- Maintain all necessary records and report, either verbally or in writing as required, on student progress or misconduct, or any extraordinary incident including measures taken to effectively deal with such incidents.
- Ensure that all vehicle logbooks are signed and dated correctly.
- Ensure TCF's Research Partner is provided with relevant statistical information.
- Vehicle logbooks are completed and accurate.
- Internal and external WHS Policies and Procedures are adhered to with minimal non-compliance
- Accurate statistics of relevant service activities are maintained and communicated.
- Course supplies expenditure is dispersed in consultation and planning with the Assistant Manager.
- Petty cash is managed in accordance with Mission Australia procedure.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g., Financial, HR, etc.)

- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Ability to lead a professional a team
- Able to supervise and support volunteer trainers
- Demonstrated sound interpersonal and communication skills
- Experience in conducting vocational education and training
- Demonstrated understanding of adolescent mental health issues
- Ability to communicate with adolescents
- Understanding of Duty of Care and knowledge of relevant Legislation
- Computer literacy
- Current First Aid Certificate
- Relevant tertiary qualification (Allied Health, Health Promotion, Quality Improvement, Training, Social Work)
- At least 3 years' experience in the delivery of adolescent drug & alcohol and / or residential care services,
- Desirable - TAA Certificate IV in Workplace Training and Assessment.

Key challenges of the role

- Managing challenging behaviours; applying appropriate boundaries and consequences where necessary, and assisting students to develop key skills in interpersonal relationships

Compliance checks required

- | | |
|--|-------------------------------------|
| Working with Children Check | <input checked="" type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| National Police Check | <input checked="" type="checkbox"/> |
| Driver's Licence | <input checked="" type="checkbox"/> |
| Reasonable evidence of full vaccination against COVID-19 | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Approval

Mission Australia

15th June 2022

Manager name

Approval date