

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Coordinator - Withdrawal Unit
Division:	Service Delivery
Reports to:	Program Manager – TCF Withdrawal Unit
Position Purpose:	The Withdrawal Unit Coordinator will be based at Triple Care Farm Withdrawal Unit. As the coordinator the position will be responsible for the daily operations of the program, supervising staff and the delivery of withdrawal management for young people.
Key Result Areas	<ul style="list-style-type: none">• KRA 1: Program Coordination• KRA 2: Staff Leadership• KRA 3: Administration
Key Challenges	<ul style="list-style-type: none">• Managing a team and having the knowledge and experience to effectively support clients and staff in challenging situations.

Name:

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Date:

Position Description**Position title: Coordinator – TCF Withdrawal Unit****Position Requirements (What are the key activities for the role?)**

Key Result Area 1 – Program Coordination	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Oversee the functioning of TCF Withdrawal Unit to ensure the efficient provision of the program to young people, ensuring evidence-based practice and incorporating innovation through a quality framework. • Ensure compliance with relevant funding agreements. • Support young people to maintain acceptable standards of conduct in accordance with the Code of Conduct. • Led the team in response to client incidents. • Complete backfill of unexpected absences for staffing rosters, ensuring cover during illness, training and annual leave. • Monitor service delivery and assist the Program Manager in the ongoing evaluation and development of the program. • Ensure that psychoeducation, fitness, recreation and therapeutic groups are facilitated. • Assist in the development and implementation of operational policies and procedures. • Participate in staff meetings and development activities for the team in consultation with the Program Manager. • Participate in networking meetings and partnership development ensuring collaborative working relationships. • Implementation of an annual service plan and continuous quality improvement plan. • Undertake any associated duties as requested by the Program Manager. 	<ul style="list-style-type: none"> • Delivery of an effective withdrawal management program for young people that is evidence based and incorporates innovation through a quality framework. • The service complies with funding requirements and recommended practices. • Young people are appropriately supervised and engaged. Incidents are documented and addressed in a timely and effective manner. • Any vacancies in the staffing roster are filled in a timely manner ensuring continuous program delivery. • Service delivery is regularly monitored to ensure quality program provision. • Appropriate and up to date programs are facilitated. • Policies and procedures are completed and up to date. • Develop and maintain strong partnership agreements with services that collaborate with the withdrawal program. • TCF Withdrawal Unit has a continuous quality improvement plan and is engaged with an appropriate external accreditation body.
Key Result Area 2 – People Leadership	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Supervise, lead and motivate the TCF Withdrawal team, ensuring all staff are client centered in their approach. 	<ul style="list-style-type: none"> • Conduct is professional and appropriate coaching is applied in staff management. • Positive role modeling is demonstrated, and staff performance issues are dealt

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<ul style="list-style-type: none"> • Act as an effective role model for all Mission Australia staff. • In collaboration with the Program Manager respond to staff grievances and incidents; in accordance with MA policy and procedure. • Monitor training and development needs of staff and facilitate access to further training as necessary. Foster a culture of research and innovation by nurturing reflective practice. • Support the Program Manager to oversee the timely completion of Orientation, Induction, Performance Appraisals and Development Review for all direct reports. • Ensure withdrawal unit workers maintain assets and consumables to a high standard. 	<p>with in a timely and appropriate manner and communicated to the Program Manager.</p> <ul style="list-style-type: none"> • 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 staff undertake all corporate and service specific induction. • All staff complete mandatory training and appropriate levels of competency are maintained. • Assets and consumables maintained to a high standard.
Key Result Area 3 – Administration	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist Program Manager to maintain compliance with TCF Withdrawal Unit budget to ensure effective and appropriate spending. • Complete a range of administrative duties for the efficient running of the service, including reporting requirements. • Conduct a range of WHS duties to ensure the effective and safe running of the program and ensure compliance with relevant legislation. Ensure Mission Australia Policies and Procedures are followed. • Support staff to ensure all client records are completed on time. • Ensure the maintenance of relevant medication administration records, case notes and reports on each young person. • Maintain all necessary records and report on any participant's progress, misconduct or incidents. • Ensure that all vehicle logbooks are completed as required. • Ensure all program participants', delivery and outcomes statistical information is collected and reported. 	<ul style="list-style-type: none"> • Budgets are always adhered to. • The program is compliant to all internal and external regulation, and all staff and program participants are aware of guiding policies and procedures. • All administration is effectively managed. • Appropriate files and notes are kept for all program participants. • Accurate statistics are maintained and communicated in a timely fashion. • Course supplies budget is expended appropriately in consultation and planning with the Program Manager. • Petty cash is managed in accordance with Mission Australia procedure. • All vehicle logbooks are accurate and up to date.

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| <ul style="list-style-type: none">• Report any program discrepancies to the withdrawal unit Program Manager | |
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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

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

Competencies

- Extensive knowledge of mental health issues, substance use treatment and working with youth.
- Knowledge and understanding of the non-government alcohol and other drugs, mental health and youth sectors.
- Demonstrated computer literacy including the suite of Office programs.
- Highly developed written and verbal communication skills with strong interpersonal and problem solving capabilities.

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- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.
- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate, in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely, selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.

Experience and Qualifications

- Relevant qualification in Health, Management, Youth work or Allied Health. E.g. registered nursing, psychologist, social worker or health unit manager
- Current NSW driver's license class C.
- Minimum 3 years' experience in Drug and Alcohol
- Demonstrated participation in quality improvement activities and research.
- Demonstrated experience leading a multidisciplinary team. Commitment to working with a multidisciplinary team.

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Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Covid 19 Vaccination

Approval

Manager name	Gabriella Holmes	Approval date	19/10/20
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Name:

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