

<b>Job Title</b>	<b>Team Coordinator</b>
Responsible to	Program Manager
Responsible for	The effective management of the Personal Helpers and Mentors program and the development of cultural expertise in the Alice Springs office
Founding Purpose	<p>“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)</p> <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p>Pathways for life</p>
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	<p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none"> <li>• Pathways to strong families and healthy, happy children</li> <li>• Pathways through a successful youth</li> <li>• Pathways away from homelessness</li> <li>• Pathways for life and work ready skills</li> <li>• Pathways to sustainable employment</li> </ul>
Position Purpose	The team management, promotion and development of Mission Australia programs within the context of the 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 good outcomes for clients within Mission Australia’s guiding principles
Key Result Area	<ul style="list-style-type: none"> <li>• Actively support Mission Australia’s purpose and values</li> <li>• People Management and Performance</li> </ul>

- 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 style="list-style-type: none"> <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> <li>Provide ongoing advice on staff performance to the Program Manager.</li> <li>In consultation with staff and the Program Manager, identify staff development and training needs and take appropriate action.</li> <li>Respond to staff grievances by working closely and in consultation with the Program Manager</li> <li>as directed by the Program Manager, undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion, in line with MA's policy and procedural guidelines.</li> <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> <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 style="list-style-type: none"> <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> <li>Staffs perform above and beyond minimum performance standards and are challenged and engaged in their role.</li> <li>Staffs receive development and training to improve their performance and meet the professional and personal development needs, relevant to their role.</li> <li>Grievances and employee issues are responded to in line with Mission Australia policies and procedures.</li> <li>Appropriately skilled and motivated staff are selected, employed and inducted in line with Mission Australia policies and procedures.</li> <li>Minimization of workers' compensation claims and premium costs by improved RTW outcomes and reduced duration of claims.</li> <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
<ul style="list-style-type: none"> <li>Oversee record management processes and systems management for staff to maintain accuracy, confidentiality and quality.</li> <li>Ensure the efficient provision of Psychosocial Support Program, Continuity of Support (Cos) and Transition, including scheduling of staff, adherence to guidelines and procedures to enable good client outcomes.</li> <li>Seek to develop the service and outcomes with continuous improvement programs.</li> <li>Provide high level client/staff issue support including issue escalation and complaints.</li> <li>Provide excellent service to stakeholders in their requests for information.</li> <li>Implement and review program policies and procedures and provide feedback to the Program Manager.</li> <li>Build strong working relationships and partnerships with keys stakeholders across Alice Springs and in designate Remote Communities</li> </ul>	<ul style="list-style-type: none"> <li>Positive and negative feedback is acted upon as appropriate.</li> <li>Policies and procedures are adhered to.</li> <li>Reports and stakeholder feedback is analysed and improvements are handled properly. Contractual obligations are always met.</li> <li>Escalated client issues are responded to in a timely manner which ensures minimum impact on clients or relationships. All team members feel equally valued and supported.</li> <li>Stakeholders’ requests are responded to as soon as practicable with correct information and politeness.</li> <li>Regular overnight travel to designated Remote Aboriginal Communities</li> </ul>

Key Result Area 3	Administration
<p><b>Key Tasks</b></p> <ul style="list-style-type: none"> <li>Oversee compliance with policies and procedures, including incident management, induction, privacy and antidiscrimination.</li> <li>Prepare any reports as required to meet contract obligations and if requested by a manager for information purposes.</li> <li>Keep records of staff supervision sessions, team meeting and other important record keeping?</li> </ul>	<p><b>Job Holder is successful when</b></p> <ul style="list-style-type: none"> <li>Staff understand privacy and anti-discrimination policies and incident management is prioritized and completed immediately after an incident.</li> <li>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.</li> <li>Staff files have all relevant information files on them and all other records are available for reference if needed.</li> </ul>

### C. Purpose and Values Requirements

Core Area Responsibility	Purpose and Values
<p><b>Key Tasks</b></p> <ul style="list-style-type: none"> <li>Actively support Mission Australia’s purpose and values;</li> <li>Positively and constructively represent our organisation to external contacts at all opportunities;</li> <li>Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;</li> <li>Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);</li> <li>To help ensure the health, safety and welfare of self and others working in the business;</li> </ul>	

- 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
- Organizational Awareness
- Results Orientation
- Values Alignment

### **Experience and Qualifications**

- Certificate 4 in Mental Health Studies or equivalent
- Qualifications in management/leadership or minimum 3 years working experience in a similar role
- Excellent written and verbal communication skills with the ability to communicate with staff, clients, managers, peers and key stakeholders.

- NT Driver’s license.
- Good organisational and time management skills.
- Team management and staff development working experience.
- Supportive leadership qualities.
- Experience working in Aboriginal Remote Communities
- Valid NT WWCC (OCHRE Card)
- Ability to travel overnight to remote indigenous communities
- Demonstrated ability to work within Mission Australia values

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### **E. Approval**

Manager Name	Marcelo Alvarez
Approval Date	July, 2019