

Position Description

Position title:	Coordinator		
Program/Team:			
Employment type & hours:			
Award conditions:	Social, Community, Home Care & Disability Services Award 2010 (SCHADS) Crisis Assistance and Supported Housing Sector (CASH) Crisis Accommodation Employee (Level 1-4 depending on position)	Remuneration:	
Location:			
Reporting to:	Manager		
Probation period:	6 months		
Primary purpose of position:	<ul style="list-style-type: none"> • Coordinate and support the team to provide advice, referral pathways and case management support to clients; • Coordinate and support the team to provide an integrated casework and case management service to clients who are vulnerable and require assistance, specialist services and access to quality services and brokerage; • Maintain a sound working knowledge of and adhere to all relevant child protection legislation; • Coordinate group work programs in consultation with Manager – Programs 		
Selection Criteria - Applicants will be assessed against the selection criteria. Applicants need to provide written responses to the selection criteria below. (please keep to no more than 4 pages)			
Selection Criteria	<ul style="list-style-type: none"> • Diploma Community Services • Minimum 3 years demonstrated experience working within a Residential setting for vulnerable young people (for residential positions) • Minimum 3 Years demonstrated experience working within a Homelessness Outreach setting with vulnerable young people (for outreach positions) • Strong Leader, demonstrated experience in providing professional support to team members • Ability to provide good judgement in crisis and housing situations • Sound knowledge of practice in a 24/7 residential setting (Residential) • Sound Knowledge of outreach case management practices (Outreach) • Demonstrated written communication, analytical and problem-solving skills • Ability to maintain an ethical, inclusive and non-judgmental attitude • IT literate and able to work with client information systems. • A valid driver's licence and willingness to undertake regular travel. • Sound knowledge of WH&S legislation as it relates to the workplace. 		

Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> • A tertiary qualification in Community Services, Youth Work or Equivalent • Current driver's licence. • Working with Children Check • Police Check • Two referees, including current or most recent supervisor
Skills & Experience	<ul style="list-style-type: none"> • See above; Selection criteria
Personal Attributes	<ul style="list-style-type: none"> • Ability to be self-directed, plan, prioritise and organise projects to meet deadlines. • Consultative and collaborative working attitude. • Commitment to a learning culture and ongoing professional development. • Ability to multi-task and work under pressure. • Ability to engage, relate and communicate successfully with people from diverse backgrounds.
KEY RESULT AREAS - Role and responsibilities	
Operational	<ul style="list-style-type: none"> • Oversight and responsibility for minimum standards for all day to day case work relating to all clients of the team; • Provides operational or procedural direction and/or advice and ensures knowledge and information is shared; • Ensure all property maintenance and asset maintenance is monitored and maintained and reported where required • Ensures adequate changeovers of staff are carried out daily (residential) • Covers shifts within the program when required; • Responsible for Petty Cash; • Provide overall support to students completing a field placement at Platform where required • Responsible to organise and chair regular staff team meetings and ensure minutes of the meeting are placed in appropriate folder within 7 days of the meeting • Ensure resident meetings are conducted at least monthly, weekly in residential houses and minutes of the meeting are placed in appropriate folder within 7 days of the meeting; • Supervise residential workers / and/ or Case Workers when required and in line with supervision policy; • Responsibility to ensure that all staff training profile is up to date as required in conjunction with organisational policy and procedure • Respond to staff grievances, and undertake disciplinary action as required in conjunction with organisational policy and procedure. • Undertake in collaboration with Manager recruitment, selection and induction of staff as necessary in a fair and equitable fashion and in line with organisational policies and procedures. • Understand the relevant Award applicable to the service and ensure the operation of the program is compliant with the terms and conditions in the relevant Award.

	<ul style="list-style-type: none"> • Provided support to staff to help facilitate their effectiveness in their roles.
Service Delivery	<ul style="list-style-type: none"> • Maintain an understanding of strengths based, trauma informed care and solution focussed approach to best practice developments in the provision of effective services to children and families; • Work within the Platform Practice Framework • Monitor, coordinate and evaluate support services including assessment, referral and information, case planning, case reviews, case work, home visiting, counselling, advocacy, group work and practical assistance as determined by the case plan. • Attend planning meetings, case conferences and review meetings to ensure that coordinated, flexible and integrated case management services are provided to families; • Maintain a working knowledge of and adhere to the Children and Young Persons (Care and Protection) Act 1998 and the Interagency Guidelines for Child Protection NSW (2006).
Leadership and Team	<ul style="list-style-type: none"> • Work as a member of a multidisciplinary team by participating in team meetings, team building initiatives, conflict resolution, service review, planning and evaluation; • Work collaboratively with other team members to facilitate group work programs • Monitors and coaches for individual and team outcomes/achievement/performance; • Commit to a continuous process of personal/professional development and skills acquisition, including preparing for and attending regular monthly supervision, and participating in an annual performance appraisal; • Generates ideas for innovation and enhancement working practices to achieve organisational mission; • Contributes to team plans and relates teamwork to strategic objectives.
Reporting documentation and administration	<ul style="list-style-type: none"> • Ensures adherence to reporting, documentation and business administration requirements. • Ensures procedures are adhered to and appropriate documentation is maintained. • Ensures the implementation of new/amended reporting and administrative requirements. • Ensures all reporting and administrative matters are addressed to meet team and organisation requirements. • Ensures the required service and billing records are maintained. • Document and report back to the team presenting issues and trends, to assist with the development of evidence based best practices which will provide responsive and effective services to families. • Provide monthly report to Supervisor

Case Management	<ul style="list-style-type: none"> • Ensure all Case management is carried out. • Support clients with a number of issues including but not limited to: <ul style="list-style-type: none"> - significant learning difficulties - intellectual disability, - behaviour management issues - clients that have disengagement from education or have had family breakdown • Maintain an understanding of strengths based, trauma informed care and solution focussed approach to best practice developments in the provision of effective services to children and families; • Manage all aspects of own caseload in consultation with the Manager - Programs; • Ensure all case management of clients is carried out in accordance with platform policies and procedures. • Responsible to ensure all CIMS Data is maintained accordance with platform policies and procedures. • Attend planning meetings, case conferences and review meetings to ensure that coordinated, flexible and integrated case management services are provided to clients. • Adhere to confidentiality in all aspects of Platform work and ensure that confidentiality.
Community and Inter Agency Relations	<ul style="list-style-type: none"> • Ensures appropriate community links; • Works collaboratively with other government, non-government agencies and partnerships to ensure a comprehensive and effective service provision for children and families; • Researches community's needs and concerns and provides community development/education; • Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies; • Participates effectively in networks and community meetings to advance organisational objectives; • Represents Platform and works to extend these links and build knowledge and capacity in the community; • Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes and to ensure referral pathways and program outcomes are achieved. ; • Ensures volunteer resources are engaged, developed and utilised effectively; • Maintains detailed understanding of current community issues and knowledge of relevant organisations. • Contributes to positive relationships with relevant stakeholders, building a network of people as required • Maintain appropriate relationships with other managers, service providers or specialists

Client Relationships	<ul style="list-style-type: none"> • Ensures: quality of service; effective liaison/communication with clients; confidentiality, diversity awareness, provision of information and effective internal and external referral practices; • Ensures clients are appropriately supported in exploring and resolving their needs, expectations and goals; • Comprehensive knowledge of support and services available to clients; • Ensures team members possess required knowledge and approach situations flexibly and creatively; • Understands significant stakeholder relationships and their importance;
Communication	<ul style="list-style-type: none"> • Use a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including professional and specialist staff; • Report on complicated issues where some liaison with other teams or organisations is involved; • Deals with issues presenting in team skills area; when outside team area, ensures effective engagement/referral, internally or externally.
Other	<ul style="list-style-type: none"> • Participate in Orientation, Induction processes and other mandatory training for this role as appropriate and identified by your Supervisor • Participate in the On-call Roster system where required • Comply with Platform's policies and procedures • Comply with all reasonable requests from the Manager – Human Resources
Work, Health and Safety	<p>The Employee agrees to:</p> <ul style="list-style-type: none"> • Comply with instructions and Procedures for their own safety and health, and that of others • Cooperate with Management in its fulfilment of WH&S legislative obligations • Participate in the development of a safe and healthy workplace • Take reasonable care to ensure their own safety and health, and that of others • Immediately report to their supervisor any perceived safety or health risk • Report any injury or illness immediately where practical to their supervisor • Not place others safety at risk • Follow their supervisor's directions regarding safe work practices • Conduct regular safety audits • Ensure that all incidents/accidents are recorded and notified in line with policies • As the Coordinator respond to and/or provide support to staff in any critical incidents and high risk situations, both clinically and operationally

You are required to notify your Supervisor and Human Resources if there are any changes to your:

Working with children check clearance
National Criminal Police check
Drivers Licence

This Position Description forms part of the performance Management Framework for this role

As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Platform Youth Services reserves the right to vary the Job Description in response to changing needs within the Service and in consultation with Staff

Endorsement and Acceptance

Employee Name:		Signature:		Date:	
Managers Name:		Signature:		Date:	