

Role Title:	Family Support Co-ordinator
Role Overview:	<p>The Family Support Co-ordinator (FSC) co-ordinates the day-to-day service delivery through the Family Support Team. The FSC provides mentoring, coaching, and modelling best practice behaviours in the delivery of services. She shares her knowledge and experience with staff, provides constructive feedback in consultation with the Family Services Manager ensuring that the well-being of the Family Support Team is maintained.</p> <p>The FSC works collaboratively across the organisation and role models this behaviour to all staff.</p>
Location:	Hobart Women's Shelter
Supervisor:	Services Manager

Hobart Women's Shelter (HWS) is the second oldest women's and children's refuge in Australia. We provide crisis accommodation to women and children, transitional housing to families and Therapeutic Programs for families who are homeless and / or who are experiencing domestic and / or family violence. Hobart Women's Shelter empowers individuals and families to lead independent and fulfilling lives. We envisage all individuals and families being able to live in a community free from violence and injustice, where diversity is celebrated, and where individuals and families are supported to achieve their goals.

Our Vision and Mission

Our Vision is to create a safe and inclusive community free from homelessness, violence, inequality, and injustice.

Our Mission is to champion the growth and development of women, their families, and the wider community through the provision of emergency accommodation, housing, education, and advocacy.

Our Values

Equality	We believe in the equality of all, and this informs our practice and approach.
Safety	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.
Collaboration	We collaborate to build positive, professional, and respectful relationships to achieve mutually agreed goals.

Integrity	We value honesty and fairness and strive for accountability in all that we do.
Innovation	We seek out opportunities to lead social change.
Diversity	We value diversity and the unique contribution of all.

Key Result Areas
The Family Support Coordinator is required to meet the requirements of each of the following Key Result Areas



1. Practice / Professional
2. Administrative and Organisational Requirements
3. Support and Well Being Outcomes
4. Educative and Professional Development Outcomes

Key Result Areas / Key Duties:	
1. Practice / Professional	
1.1	Manage new referrals for crisis accommodation services by following an agreed triage process in the allocation of properties to individuals and families.
1.2	Undertake risk assessments as part of the intake process, ensure that appropriate support plans are in place for individuals and families and check their understanding of the conditions of stay.
1.3	Assist team to manage crisis situations by modelling behaviours aimed at de-escalation, providing advice on appropriate strategies for managing complex needs and suggesting ways of dealing with conflict, inappropriate behaviours and /or threats to safety and security, while ensuring professional boundaries are maintained.
1.4	Collaborate and communicate regularly with other teams within the Shelter to achieve optimum service outcomes for individuals and families.

1.5	Advocate on behalf of individuals and families by liaising with other service providers to ensure the best possible outcomes.
1.6	Develop Case Plans to support individuals and families and monitor progress against agreed goals and actions, including referrals to appropriate agencies and services
1.7	Use high level written and communication skills to liaise and negotiate with individuals and families, and to advocate on their behalf with other service providers and government agencies.
1.8	Coach and mentor staff and promote collegiality to ensure services are delivered within the HWS Practice Framework.
1.9	Maintain knowledge of community resources relevant to the needs of women who are escaping domestic violence, dealing with homelessness, or experiencing mental health or substance abuse issues.
1.10	Demonstrate leadership and contribute positively to meetings, discussions, planning days and supervision sessions, ensuring follow up of agreed tasks within set timeframes.
1.11	Develop and monitor Work Plans for Family Support Team; undertake performance management as necessary in consultation with Senior Family Support Worker/s; provide Supervision to Senior Family Support Workers.
1.12	Prioritise and manage time, deal with competing demands, delegate where necessary and monitor workflow of the FSW Team. Ensure there are staff available for appointments, answering queries at the reception door and taking new unassisted requests and other calls.

Key Result Areas / Key Duties:

2. Administrative and Organisational Requirements

2.1	Collect and record statistical data and create reports relating to service delivery and grant applications, as required by the Management Team.
2.2	Understand the requirements of relevant Funding Deeds, including the Quality and Safety Framework, Outcome and Performance Indicators and Performance Targets and communicate these requirements to staff.
2.3	Attend Management Team meetings and contribute to formal reviews of the Quality Management System, including risk management, continuous improvement suggestions, WHS issues and feedback from internal and external quality audits. Support the Quality Team to undertake Audits relevant to service delivery.

2.4	Ensure case notes and other relevant information are maintained to a high professional standard, support other staff to ensure the same, and monitor information uploaded into the SHIP data base as per Departmental guidelines.
2.5	Ensure client feedback is encouraged and documented, and suggestions for improvement are followed up.
2.6	Prepare Incident Reports, assist less experienced staff to complete, sign off and ensure issues are followed up as required.
2.7	Ensure that all case plans and other relevant documents, including consent forms and agreements, are maintained, include all required information, and are signed/witnessed.
2.8	Utilise knowledge of relevant federal and state legislation to guide the team in understanding and implementing agreed procedures to meet all legislative requirements.
2.9	Develop and publish rosters, reviewing, updating, and communicating as per organisational and Award requirements.

Key Result Areas / Key Duties:

3. Support and Well Being Outcomes

3.1	Support own positive health and well-being outcomes by identifying self-care activities and encouraging other team members to do the same.
3.2	Recognise the needs of team members who may be experiencing vicarious trauma and organise and/or lead de-briefing sessions when required ensuring the appropriate follow up and documentation.
3.3	Ensure personal responsibility and professional accountability are maintained to negate organisational risks.
3.4	Understand the importance of personal and professional boundaries.
3.5	Lead and participate in team building activities and contribute positively to team meetings to facilitate a supportive and consultative workplace environment.
3.6	Promote a collegial workplace by helping people to achieve their goals, treating people with respect and dignity and by building workplace relationships that are underpinned by trust and integrity.

Key Result Areas / Key Duties:

4. Educative and Professional Development Outcomes

4.1	Contribute to the development of organisational policies and procedures and identify suggestions for improvement.
4.2	Participate in professional Supervision sessions, including external group Supervision as required.
4.3	Identify opportunities for Professional Development for both self and other members of the Family Support Team, ensuring that learnings are shared with other staff and suggestions for improvement are communicated appropriately.
4.4	Conduct formal Supervision sessions and complete annual Performance Appraisals for the Family Support Worker team as per organisational procedures, and work with the Family Services Manager on performance management issues that are identified.
4.5	Maintain knowledge of current resources available in relation to the sector that can assist individuals and families with their service needs.

Personal and Professional Characteristics

To be well organised, to be able to prioritise and be self-directed. Demonstrate a sense of humour and fun to enjoy the work while also understanding what individuals, families and stakeholders need. Can engage with others professionally and can understand the process of continuous improvement and change in the sector. Promote a collegial workplace by inspiring others to perform at their best and meet the goals of the organisation. Be able to grow and develop within the role while demonstrating integrity and resilience. Be confident to present new ideas and suggestions for improvement.

Experience

Demonstrated experience in leading and/or supporting staff in a crisis accommodation or supported housing setting, or similar.

Demonstrated experience, knowledge and/or skills in providing practical support to people experiencing trauma relating to domestic or family violence and/or homelessness, including case planning and referrals to relevant service providers.

Qualifications

Relevant 4 year degree with one year of relevant experience; OR

Relevant three year degree with two years of relevant experience; OR

Associate Diploma with relevant experience; OR

Relevant lesser formal qualifications with substantial years of relevant experience.

Knowledge

Workplace Health & Safety Act 2011
Other relevant State and Commonwealth based Legislation and associated Regulations

Salary

Level 5 Social and Community Services Employee (Social, Community Home Care and Disability Services Industry Award 2010). Pay point is dependent on qualifications, skills, and experience.

Work Schedule

The role is currently 30 hours per week.
May involve day, afternoon, night or on-call shifts.

Benefits

- Well respected organisation
- Professional Supervision
- Positive work environment that focuses on continuous improvement
- Pro-rata Long Service Leave at 5 years
- Salary packaging is available
- Fast paced, busy and rewarding work environment

General Requirements

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check
- IT proficiency in the use of Excel, Word, Outlook, PowerPoint, client databases and cloud-based technologies, or the ability to learn these packages
- The position carries a six-month (6) probation period
- Current First Aid certificate

Selection Criteria

SC1 Demonstrated depth of experience in leading and/or supporting staff in a crisis accommodation or supported housing setting, or similar.

SC2 Experience in performance management, supervision, mentoring and providing constructive feedback, to staff within a team environment.

SC3 Substantial experience in the coordination of service delivery models.

SC4 Capacity to work autonomously, to manage diverse tasks and meet agreed timeframes.

SC5 Demonstrated experience, knowledge and/or skills in providing practical support to people experiencing trauma relating to domestic or family violence and/or homelessness, including case planning and referrals to relevant service providers.

SC6 High level written and oral communication skills, including the ability to present information and provide direction to others in a group setting, write reports and minutes, prepare case notes, and document important information for individuals and families in a clear and concise manner.

SC7 Demonstrated skills in negotiation, conflict resolution and de-escalation of threatening behaviours and incidents.

SC8 IT skills, including the use of SHIP, or similar database, and the use of Microsoft Word, Excel, email, and internet.

SC9 Demonstrated ability to be able to represent the organisation in a professional manner at sector meetings, workshops and Professional Development activities.

Agreement

I agree to work within the requirements of this Position Description and to abide by my Contract of Employment.

Name:

Signature:

Date: