

Role Title:	Family Support Team Co-ordinator
Role Overview:	<p>The Family Support Team Co-ordinator (FSTC) co-ordinates the day-to-day service delivery through the Family Support Team. The FSTC 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 Team Leader, ensuring that the well-being of the Family Support Team is maintained.</p> <p>The FSTC works collaboratively across the organisation and role models this behaviour to all staff.</p>
Location:	South Hobart
Supervisor:	Family Services Team Leader

Hobart Women's Shelter (HWS) is the second oldest women's and children's refuge in Australia and has been operating since 1974. We provide crisis accommodation to women and children and transitional housing to 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

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

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

Selection Criteria	
SC1	Demonstrated experience in supporting staff by providing constructive feedback via supervision, mentoring and formal performance appraisals.
SC2	Substantial experience in the delivery of a trauma informed practice framework based on best practice principles.
SC3	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.
SC4	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.
SC5	Demonstrated skills in negotiation, conflict resolution and de-escalation of threatening behaviours and incidents.
SC6	IT skills, including in Excel, Word, Outlook, PowerPoint, client databases, and cloud-based technologies.
SC7	Demonstrated ability to be able to represent the organisation in a professional manner at sector meetings, workshops, and Professional Development activities.

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	Ensure Case Plans are developed to support individuals and families, and progress is monitored against agreed goals and actions, including referrals to appropriate agencies and services.
1.5	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.
1.6	Develop and monitor Work Plans, and coach and mentor staff via formal supervision sessions to ensure services are delivered within the HWS Trauma Informed Practice Framework.
1.7	Demonstrate leadership and contribute positively to meetings, discussions, planning days and supervision sessions, ensuring follow up of agreed tasks within set timeframes.
1.8	Prioritise and manage time, deal with competing demands, delegate where necessary and monitor the workflow of the Family Support 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 client feedback as required by the CEO and the Management Team.
2.2	Understand the requirements of relevant Funding Deeds and Grants, including the Quality and Safety Framework, Outcome and Performance Indicators and Performance Targets and communicate these requirements to staff.
2.3	Ensure case notes and relevant data are maintained to a high professional standard, support other staff to ensure the same, and monitor information uploaded into the Departmental client data base in line with established guidelines.

2.4	Ensure client feedback is encouraged and documented, and suggestions for improvement and/or complaints are followed up and outcomes are documented.
2.5	Prepare Incident Reports, assist less experienced staff to complete, and ensure issues are followed up as required.
2.6	Ensure that all case plans and other relevant documents, including consent forms and agreements, are maintained, include all required information, and are signed/witnessed.
2.7	Utilise knowledge of relevant federal and state legislation to guide the team in understanding and implementing agreed procedures to meet all legislative requirements.
2.8	Participate in the On-call Roster regularly. Have flexibility to amend rostered work pattern to cover afternoon, evening, overnight or weekend shifts if required when staff absences arise.
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	Recognise the needs of team members who may be experiencing vicarious trauma and organise and/or lead de-briefing sessions when required, ensuring appropriate follow up and documentation.
3.2	Ensure personal responsibility and professional accountability are maintained to negate organisational risks.
3.3	Understand the importance of personal and professional boundaries.
3.4	Lead and participate in team building activities and contribute positively to team meetings and planning days to facilitate a supportive and consultative workplace environment.
3.5	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, share learnings with other staff, and communicate any suggestions for improvement.
4.4	Conduct formal Supervision sessions and complete annual Performance Appraisals for the Family Support Worker team, and work with the Family Services Team Leader and HR Officer on performance management issues as they arise.
4.5	Maintain knowledge of current research and community resources relevant to the needs of women who are escaping domestic violence, dealing with homelessness, or experiencing mental health or substance misuse issues.

General Requirements

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check
- Current First Aid certificate is desirable
- The position carries a six-month (6) probation period

Qualifications

- Relevant 4-year degree with one year of relevant experience; **Or**
- Relevant 3-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.

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

- Normal rostered hours will be 30 hours per week - 4 day shifts (Tuesday – Friday).
- Regular On-call rostered shifts.
- Flexibility to amend rostered work pattern to cover other shifts if required.

Benefits

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