

<b>Role Title:</b>	<b>Programs Co-ordinator</b>
<b>Role Overview:</b>	<p>The Programs Coordinator will develop, organise, coordinate and deliver programs and activities tailored to the unique needs and preferences of the women and children residing at the Hobart Women’s Shelter.</p> <p>These programs and activities will be targeted but inclusive, and have a strong emphasis on promoting wellbeing, building community, supporting families, recognising the needs of children and young people, and strengthening personal agency.</p>
<b>Location:</b>	South Hobart
<b>Supervisor:</b>	Strategic Partnerships Manager

Established in 1974, the Hobart Women's Shelter (HWS) is Australia's second oldest women’s refuge. For 50 years, we have provided safe emergency accommodation, support and housing to women and children affected by family violence and/or homelessness.

We use a trauma informed practice framework to assist women and children to address their unique and specific needs such as housing, legal, health, education, employment, financial, and emotional support. We also offer place-based services, including casework legal aid and specialist family violence counselling, as well as programs and activities tailored to the evolving needs of women and children.

We currently support 15 families at our current site and provide outreach support to 10 women living offsite. In 2025, we will be doubling our emergency accommodation units to 30 units, supporting up to 30 women and 90 children at maximum capacity.

### **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 safety, well-being and development of women, their families, and the wider community through the provision of emergency accommodation, housing, education, and advocacy.

### **Our Values**

<b>Equality</b>	We believe in the equality of all, and this informs our practice and approach.
<b>Safety</b>	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.

<b>Collaboration</b>	We collaborate to build positive, professional and respectful relationships to achieve mutually agreed goals.
<b>Integrity</b>	We value honesty and fairness and strive for accountability in all that we do.
<b>Innovation</b>	We seek out opportunities to lead social change.
<b>Diversity</b>	We value diversity and the unique contribution of all.

**New – From Ruby**

<b>Selection Criteria</b>	
SC 1	Proven experience in designing, delivering, and evaluating trauma-informed programs for women and children, individually and in groups. Skilled in identifying, planning, and promoting activities, with the ability to conduct feedback and risk assessments to ensure safe and responsive program design.
SC 2	Excellent interpersonal, verbal, and written communication skills, with the ability to build and maintain respectful, effective relationships with women and children from diverse backgrounds, as well as with colleagues, management, stakeholders, service providers, and government agencies.
SC 3	Demonstrated ability to utilise high-level IT skills to manage and report on program outcomes, including budget tracking, attendance monitoring, data analysis, and preparing evaluation reports. Ability to learn and navigate databases effectively, with a sound understanding of when and how to write clear, professional case notes.
SC 4	Sound knowledge and understanding of the National Principles for Child Safe Organisations and the Tasmanian Child and Youth Safe Organisations Framework, with the ability to apply these in the development and delivery of safe, child-focused programs and activities.
SC 5	Demonstrated experience supporting vulnerable people affected by trauma, including those experiencing family violence, homelessness, and/or crisis situations.

<b>Key Result Areas / Key Duties:</b>	
<b>1. Practice / Professional</b>	
1.1	In consultation with service users and the Family Support Team develop, organise, coordinate and deliver programs and activities tailored to the unique needs and preferences of the women and children residing at the Shelter.
1.2	Ensure programs and activities have an emphasis on promoting wellbeing, building community, supporting families, recognising the needs of children and young people, and strengthening personal agency.
1.3	Use the Hobart Women's Shelter Programs Framework to ensure programs are safe, trauma-informed, inclusive, collaborative, and evidence-based.
1.4	Adopt a risk minimisation approach by conducting risk assessments for approval prior to commencing new programs and/or activities, including all documentation and mandatory checks are completed to ensure that the safety of clients, employees and contractors is maintained.
1.5	Develop processes to evaluate and review therapeutic programs, workshops, activities and individual sessions in consultation with the Family Services Team Leader and the Support Workers.
1.6	Liaise with external stakeholders to coordinate contractors or trainers to run programs and activities on site, organise off site activities for individuals and families, and connect residents with community events and programs.
1.7	Show leadership and contribute positively to team meetings, discussions, planning days and supervision sessions, ensuring follow up of agreed tasks within set timeframes.
1.8	Work within a social justice framework with a sensitivity to cross cultural issues.

<b>Key Result Areas / Key Duties:</b>	
<b>2. Administrative and Organisational Requirements</b>	
2.1	Ensure that mandatory reporting requirements are always met, as per The Children, Young Persons and Their Families Act 1997 (Tas) and that external contractors meet the required documentation checks prior to engagement.
2.2	Ensure that the National Principles for Child Safe Organisations and the Child and Youth Safe Organisations Framework are used as a basis for always maintaining a supportive child safe environment.
2.3	Operate and maintain current Specialist Homelessness Information database updating client files to a high standard, ensuring that client notes are clear, precise, objective, and professional.
2.5	Collect and record statistical data, collate feedback, and prepare reports for management, the Board and the grant provider as required, ensuring that organisational KPIs are met, and strategic priorities are achieved.
2.6	Contribute to Continuous Improvement across the organisation by providing ideas and suggestions as well as by encouraging contributions from other staff.

Key Result Areas / Key Duties:	
3. Support and Well-Being Outcomes	
3.1	Understand the importance of personal and professional boundaries and accountability and be able to maintain a calm disposition while managing competing demands.
3.2	Adopt a highly ethical and professional approach to practice which includes active listening skills, conflict management skills, reflective practice, and self-awareness.
3.3	Lead and participate in team building activities to facilitate a supportive and consultative workplace environment.

Key Result Areas / Key Duties:	
4. Educative and Professional Development Outcomes	
4.1	Engage in relevant personal and professional development and training to enhance skills and understanding of appropriate responses to women and children that have been impacted by trauma.
4.2	Engage in the role as a curious learner, effectively provide and receive information, and take on constructive feedback to improve practice and enhance job satisfaction.
4.3	Actively participate in professional and external supervision as required.
4.4	Maintain knowledge of current resources and developments in relation to the sector, including, but not limited to, Strength Based and Trauma Informed Practice, homelessness, or domestic and family violence.
4.5	Identify opportunities for Professional Development for both self and/or other members of the team, ensuring that learnings are shared with other staff and suggestions for improvement are communicated appropriately.
4.6	Participate and contribute to 'handover' sessions with Support Team and contribute pro-actively to case conference discussions as appropriate.

**Experience**

- Relevant experience in assessing, planning, delivering, and evaluating programs or workshops in community service sectors such as children's services, youth work, family support, homelessness, AOD, disability, aged care, or welfare.
- Proven ability to work with individuals in crisis including those affected by trauma, domestic and/or family violence, and/or homelessness.
- Experience coordinating high quality activities or training within set budgets and timeframes.

**Qualifications**

- Tertiary qualifications (minimum Diploma level) in a relevant field such as Community Services, Social Work, Youth Work, Counselling, Education, or a related discipline. Equivalent experience in program development and delivery within a community or support setting will also be considered.

**Knowledge**

- Workplace Health & Safety Act 2011 (Tas)
- Organisational Liability for Child Abuse Act (Tas)
- Children, Young Persons and Their Families Act 1997 (Tas)
- National Principles for Child Safe Organisations
- Child and Youth Safe Organisations Framework
- Mandatory reporting requirements

**Salary and Work Schedule**

- Pay rate at Level 5 SCHADS Award
- Up to max. 45 hours per fortnight

**Benefits**

- Professional Supervision
- Pro-rata Long Service Leave at 5 years
- Salary Packaging

**General Requirements**

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check
- The position carries a six-month (6) Probation Period