

POSITION DESCRIPTION

PROGRAM COORDINATOR, SUPPORT SERVICES

OVERVIEW

Program:	Sacred Heart Central (SHC) Engagement Hub
Reports to:	Manager SHC
Supervise:	Case Managers and Pathways Workers
Date of Last Review:	February 2020
Classification:	Social and Community Services Employee Level 6 Sacred Heart Mission Enterprise Agreement 2018
Victorian Portable Long Service Benefits Scheme	This role has been eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.

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- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

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Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands-on Health Clinic.

Individualised Planned Support

Individualised Planned Support is an outcome focused; time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the Women, Housing and Complex Needs Program and the Journey to Social Inclusion Project.

SACRED HEART CENTRAL (SHC)

SHC sits in the engagement hubs and individual planned support stream.

Within SHC there are several programs that provide an integrated service approach, and these are organised in three groups:

1. Support Services, which provides; homelessness assistance (assertive engagement, crisis intervention, advocacy and support) through the Meeting Place & Resource Room, Case Management, Assistance Care & Housing for people over 50 years, and specialist mental health and drug and alcohol responses
2. Health & Wellbeing, which provides recreation & activities through the Kickstart Program, GP Clinic, Hands On Health Clinic and Pastoral Care
3. Meals, which provides a daily breakfast and lunch service (an average of 400 meals a day, every day of the year).

PURPOSE OF THE POSITION

To lead the SHC team in providing the highest quality, most effective and caring service to service users in accordance with SHM's values and legislative and funding requirements.

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To ensure that SHC responds flexibly to the immediate needs of people who are experiencing homelessness, or at imminent risk of homelessness and/or in other crises, through the provision of information, support, and case management to find sustainable long-term housing and support options.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Coordination	<ul style="list-style-type: none"> ▪ Ensure the service operates in accordance with SHM's Mission and Values statement, the SHM Case Management Framework and the SHM Social Inclusion strategy. ▪ Maintain compliance with legislative and funding requirements, including data management. ▪ Undertake service review and development activities in conjunction with the Manager SHC. ▪ Participate in the On-Call (after hours and weekend) roster. ▪ Facilitate a culture of trauma informed care and reflective practice. ▪ Support the implementation and monitoring of the organisations Measurement and Evaluation requirements. ▪ Support the alignment of services to the organisation's Service Model and Strategic Plan.
Client Support	<ul style="list-style-type: none"> ▪ Undertake case coordination of no more than four clients at a given time. ▪ Deliver client warning or bans and welcomes. ▪ Facilitate client complaints or compliments process.
Staff Management	<ul style="list-style-type: none"> ▪ Lead and direct clinical decision making to ensure the best outcomes for SHC clients. ▪ Provide regular, high quality professional supervision for SHC staff, including timely debriefing as required. ▪ Undertake performance development reviews with staff and develop individual training plans to ensure ongoing professional development. ▪ Recruit orientate and mentor new staff as required. ▪ Oversee the supervision of students on placement at SHC. ▪ Contribute in the development of rosters.

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Accountability	Major Activities
Resource Management	<ul style="list-style-type: none"> ▪ Oversee the day to day financial management (including emergency relief budget) of SHC. ▪ Contribute to annual budget planning for SHC with the Manager.
Relationship Management	<ul style="list-style-type: none"> ▪ Attend SHM committee meetings as required including OH&S and Continuous Quality Improvement. ▪ Foster positive relationships with internal stakeholders, particularly SHM Community Services Coordinators, volunteers, and partnership agencies providing in-reach to SHM. ▪ Liaise and network with appropriate service providers, emergency service personnel, peak bodies, networks of service providers and relevant government departments in collaboration with the Manager, SHC. ▪ Foster positive relationships with key external organisations including partnerships with Alfred Psychology, Prahran Mission and Windana AoD Recovery.
Health and Safety	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteer and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- Valid driver’s license to drive in Australia.
- A current First Aid Certificate.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent.

KEY SELECTION CRITERIA

- Data collection, analysis, and reporting experience.
- Strong alignment to SHM Values.
- Demonstrated experience working in one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence.
- Experience in effectively managing clients with challenging behaviours and responding to crisis situations.
- Previous experience of leading and developing teams and programs.
- Demonstrated experience in supporting teams to monitor and achieve targets, key performance indicators, and measures
- Experience in providing quality supervision, mentoring and debriefing to staff and students.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES