

Position Description

SafeKIDS Program Coordinator

Location:	Cairns and allocated SafeKIDS Communities	Reports To:	SafeKIDS Operations Manager
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 7	Salary Range:	\$94,611 - \$98,551 per annum plus superannuation (pro-rata for part time)
PD Date:	October 2020		

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

Act for Kids provides the SafeKIDS program in the Far North Queensland, Cape and Gulf areas. We operate safe houses (out-of-home care) in the remote Aboriginal communities of Aurukun, Doomadgee, Kowanyama, Napranum and Pormpuraaw for kids who have been removed from their families while the Child Safety Services investigates child protection concerns. We also have an out-of-home care service, Family Reunification House, located in Cairns.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all staff members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

Act for Kids out-of-home care services are 24/7 operations overseen by three Program Coordinators reporting to the SafeKIDS Operations Manager. As Program Coordinator you will be responsible for the oversight and leadership of high quality care for two or three of the out-of-home services SafeKIDS delivers. You will ensure the delivery of high quality, culturally sensitive care for children and young people, effective day-to-day operations in each house, leadership for local and remote teams and compliance with licensing

and Human Service Quality Framework regulatory and legislative requirements.

For Program Coordinators with oversight of remote community safe houses, there is extensive travel involved in this position. Each community will be visited every two months, on average. Each visit will consist of two – four consecutive days depending on the needs of the individual house. The SafeKIDS Program Coordinator is predominantly a Monday to Friday role, however, there is a requirement to participate in the on-call roster to provide after-hours and weekend guidance to the houses should they require it.

This role will involve:

- Ensuring quality, culturally sensitive care is provided to children and young people.
- Working under the leadership of the Operations Manager to ensure the successful day-to-day management of the services.
- Working in conjunction with the Workforce Development Specialist and the Cultural Advisor to deliver a service in line with best practice, community expectations and within a cultural context.
- Coordinating the Team Leaders and House Parents to ensure the successful day-to-day running of services.
- Working with Team Leaders and House Parents to ensure Safe Houses are operating within set budgets.
- If applicable, working with the Operations Manager to coordinate Tertiary Family Support Practitioners to ensure the effective support of families and the best care of children within the communities you lead.

Key responsibilities

- Ensure evidence-based, quality practice is provided for children and young people in our care.
- Lead culturally diverse teams and, with the Workforce Development Coordinator, ensure effective recruitment and selection, on-boarding and induction, training and development, leadership, coaching and mentoring for team members.
- Ensure compliance with legislation and regulations such as Work Health and Safety, Licensing, Standards of Care, Human Service Quality Framework, which are manualised in the SafeKIDS practice manual.
- Lead, support and resource activities to achieve compliance and participation in Child Safety Services and Human Service Quality Framework audits.
- Work within set budgets and report on budget expenditure to the Operations Manager.
- Manage the day-to-day operations of out-of-home care services ensuring they are adequately resourced and supported.
- Provide supervision, line management, support and leadership to Team Leaders, House Parents and Residential Support Workers.
- Participate in regular meetings with the SafeKIDS leadership team to ensure communication and collaboration on all SafeKIDS activities.
- Occasionally support other out-of-home care services if other Program Coordinators are absent for any reason.
- Work as part of the larger SafeKIDS team to enhance child protection outcomes for the children, young people and families being provided with a service.
- Develop and maintain good working relationships with Child Safety Service managers and staff and liaise with them to ensure streamlined and effective placement processes for children referred to the service/s.
- Work with the Cultural Advisor to ensure the delivery of culturally appropriate and sensitive services.
- Foster commitment from teams to coaching practices, continuous quality improvement including the delivery of best practice processes and frameworks for Safe House operations and care of children.
- Lead, mentor and coordinate individual performance development and management processes, which align with SafeKIDS program objectives and organisational strategy.

- Develop and maintain relationships with key suppliers and other stakeholders.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focussed, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- A relevant tertiary qualification in human services (Psychology, Social Work, Human Services etc).
- Registration as a practitioner if required.

Skills and experience

- Extensive experience in delivering high quality care services for vulnerable children and young people, with a demonstrated understanding of the role of culture in care.
- Knowledge of child protection, attachment and trauma theories/research and the ability to apply this to Indigenous contexts.
- Extensive experience managing, leading and implementing residential or out-of-home care services for vulnerable children and young people.
- Extensive experience leading a diverse team including supervision, workforce/professional development, mentoring and line management.
- Demonstrated experience working/engaging with people living in remote communities.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, especially Aboriginal and Torres Strait Islander peoples.
- A demonstrated ability to build and maintain strong and effective community relations and networks.
- Knowledge of the compliance requirements for successful delivery of out-of-home care services and demonstrated experience ensuring compliance and continuous improvement systems and processes.
- An ability to maintain professional conduct and boundaries.
- An ability to effectively problem solve and manage contingencies under pressure.
- Excellent communication skills including interpersonal, verbal and written with an ability to provide accurate and timely communication.

Other requirements

- If your role involves working within a remote Indigenous community, you will require community approval to do the job through the local Community Reference Group.
- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Willingness to undergo and pass a Suitability Check to be engaged in the provision of care services by licensed out-of-home care service providers under the Child Protection Act 1999 and Child Protection Regulation 2011.
- A current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.