

## POSITION DESCRIPTION

Position:	Program Coordinator – Motivation for Change
Reports To:	Executive Manager, Capacity Building and Projects
Classification:	SCHADS Level 6
Direct Reports:	6 – 9
Duration:	Full time to 30 June 2021
Location:	Based in Dandenong with regular travel to Richmond and other locations as required

## BACKGROUND

**inTouch, the Multicultural Centre against Family Violence**, is a state-wide service, which provides programs and responses to issues of family violence in CALD communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community. Our organisation strives to create a world where all women and children will be safe and free from violence.

inTouch recognises that migrant women whose origins are from countries where English is not the first language encounter social isolation and structural inequities. The experience of domestic violence compounds the situation of marginalization. It limits their access to culturally relevant and appropriate services.

inTouch also recognises that for men who use violence against women and children it is difficult to find support that is culturally relevant and appropriate. inTouch aims to provide responses for men to be held to account for their use of violence towards family members and be exposed to non-violent ways of behaving and relating.

inTouch provides a range of support services to women and their children who have experienced family violence. This service aims to assist women and their children to remain safely within their community and maintain a life free of violence whilst also addressing the emotional and practical needs and issues arising from the violence.

## PROGRAM OVERVIEW

The Motivation for Change program was established in late 2018. The program has developed and delivered a bespoke and dedicated trauma-informed and culturally accessible response to holistically engage men who otherwise may come to the

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attention of police, courts and other service providers, and yet, for a number of reasons, are unable to access services to assist them in stopping their use of violence. The focus cohort of the program is men from Afghani and south Asian backgrounds.

The Motivation for Change in-language, in-culture tailored intervention for perpetrators from migrant and refugee backgrounds program will provide multiple streams to ensure comprehensive engagement of the cohort. The streams will be reviewed and revised regularly to meet the needs of the community and clients. This will include programs delivered in language and in English, to best meet the needs of the participants.

The program will combine weekly group sessions for men, facilitated by trained experienced workers, complimented by weekly case management sessions.

The program aims to prepare participants for smooth access to family violence and other supporting services where appropriate. It will reduce levels of mistrust and fear of mainstream services and normalize the experience of seeking support and, ultimately, living lives free from violence.

## POSITION OVERVIEW

We are seeking an enthusiastic and well organised professional to join inTouch. This is a great opportunity for an experienced individual who is passionate about leading a trial intervention that addresses the needs and barriers faced by men who use violence from multicultural communities.

This role requires someone with a mature attitude, ability to take control and work autonomously within a team environment. Sound planning and organisational skills are essential, along with the ability to multi-task, prioritise and make decisions. A confident, ethical and professional approach is required for the position.

The position will manage all aspects of the project including leading a team of group facilitators and case workers. The Program Coordinator will also liaise closely with inTouch's Family Violence Case Managers and the Direct Service teams, who provide partner contact. This position is a part of inTouch's leadership group.

The Program Coordinator will be required to develop positive and effective local partnerships with external service providers which may include family violence services, men's behaviour change programs, community legal centres, courts, culturally-specific agencies and Victoria Police.

## RELATIONSHIPS

Internal Chief Executive Officer, Executive Manager Sector and Community, Executive Manager Client Services, Chief Operating Officer, Leadership Team, Trainers, Case Managers and the Office Coordinator.

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External                      Family Safety Victoria, No to Violence, various government departments, local service providers including AOD, mental health services and men's behaviour change program providers, Magistrates Court, Child Protection, Victoria Police and local community organisations

## POSITION ACCOUNTABILITIES

The position will manage all aspects of the project including leading a team of casual Group Facilitators and on staff Case Workers. The Project Coordinator will also liaise closely with inTouch's Direct Services Team Leaders and family violence case managers. This position is a part of inTouch's leadership group.

Tasks include:

- Implement program and staff induction, ongoing training, supervision and professional development
- Provide monthly supervision for all relevant staff to monitor work load, work outcomes and assist in the setting of work priorities
- Liaise regularly with the Motivation for Change clinical supervisor(s) to monitor risk, staff performance and professional development requirements
- Provide management supervision and debriefing to Motivation for Change Group Facilitators and Case Managers as required
- Liaise closely with the inTouch's Family Violence Direct Services' team regarding partner contact and risk management
- Convene, resource and contribute to various inTouch groups that will contribute to the program
- Participate in relevant interagency meetings and forums to raise awareness and advocate for the Motivation for Change program
- Liaise with local services in developing referral pathways and ensure effective risk management strategies
- Ensure adherence to organisational policy and procedures
- Participate in project monitoring and evaluation and review of service provision to ensure that services are effective, appropriate and innovative in meeting the needs of clients and their families
- Develop and oversee administrative systems as required by the project
- Active participation in the inTouch leadership group
- Support the Executive Leadership Team in developing and maintaining a strong strategic focus to ensure alignment with the broader sector reform
- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence
- Participate in project groups and attend events
- Undertake other duties as directed

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## KEY SELECTION CRITERIA

### Essential:

- Graduate qualifications and/or other relevant experience in working with men who use violence towards family members within Victoria's men's behaviour change context
- Demonstrated knowledge of the principles of working with men who use violence towards family members, including contemporary approaches, risks and strategies, and family violence-related policies and legislation
- Demonstrated understanding and awareness of the causes of family violence and its impact on people who experience family violence
- Minimum five years' experience in program management
- Proven ability to develop and support positive relationships with a wide range of key stakeholders
- Experience in staff management including ability to mentor, coach, supervise, motivate and manage staff
- Demonstrated skills in dealing with difficult casework situations, including the ability to respond to crises and emergencies
- Advanced skills in MS office software;
- Proficiency in oral and written English

### Desirable

- Demonstrated understanding and awareness of structural and social inequities which discriminate against people from culturally and linguistically diverse backgrounds (CALD), and in particular those with refugee and/or asylum-seeker backgrounds

## PERSONABLE ATTRIBUTES

- Genuine commitment to social justice and to assisting migrant and refugee women and children
- High ethical standards and values, ability to act with integrity and confidentiality
- Authentic leadership style, ability to model desired behaviours and create an effective team environment that balances individual and organisational needs
- Ability to sensitively manage stakeholder relationships
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role
- Resilience in leading a team through change and growth processes

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities

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## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave pro rata
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA and the provisions of the Superannuation Guarantee (Administration) Act 1992 will apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two referees, a national and/or international criminal records check, working with children check and proof of identity and qualifications. One referee must be from the most recent direct supervisor
- Signing a Confidentiality Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of three months
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition
- Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential
- inTouch has a smoke-free workplace policy

## APPLICATION PROCESS

Applicants should express their interest through a short covering letter attaching their resume and a brief document, limited to three pages, addressing the key selection criteria. Candidates who do not address KSC will not be considered for the position.

Email your application to [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)

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