

# Position Description

<b>Position title</b>	Coordinator, Permanency Support Program
<b>Program/Unit</b>	Richmond/Tweed based in Lismore, NSW
<b>Classification</b>	SHCADS Level 7- subject to qualification and experience
<b>Position reports to</b>	Regional Manager, PSP- Richmond/Tweed

## Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2021/22 financial year of over \$150 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. *We believe in the right of all people to be treated justly and fairly.*

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. *We seek to foster hope that assists people to find meaning.*

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. *We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.*

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. *We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.*

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. *We seek to act with respect with regard to each other, the earth and all creation.*

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

The Coordinator is responsible for leadership of MacKillop's Foster and Kinship Care services to children and young people in the Permanency Support Program (PSP), their families and foster & kinship carers.

The Coordinator ensures the programs deliver high quality services within a trauma informed framework. This position provides leadership, support, supervision and development of PSP Foster and Kinship Care staff ensuring compliance with MacKillop's Policy & Procedures and the OOHC standards and legislation.

The Coordinator works closely with the Regional Manager and is a member of the Richmond/Tweed Leadership Team.

## Primary objectives

Reporting to the Regional Manager, the Coordinator provides operational leadership and ensures compliance with MacKillop's Policy and Procedures, OOHC standards, relevant legislation and Department of Family and Community Services (FACS) contractual requirements. The Coordinator is responsible for the delivery of high quality services to provide positive outcomes for children, young people and their families.

The Coordinator will work collaboratively with caseworkers in the provision of specialist casework such as restoration, guardianship and adoption and contribute to the enhancement of these practices by:

- Developing effective relationships with key external stakeholders to comply with the requirements of the FACS Rules and Guidelines;
- Establishing collaborative relationships with a wide range of specialist and mainstream services to improve outcomes for children, young people and their families; and
- Ensuring the Sanctuary Model is embedded in systems and practice and reflects MacKillop's values.

## Key result areas and responsibilities

The Coordinator PSP will:

- Develop, implement and review the services provided to children and families;
- Ensure targets are met in accordance with the PSP FACS contract;
- Manage the services provided within the MacKillop budget and the strategic and operational plans;
- Provide data and reports in accordance with MacKillop and FACS requirements;
- Develop and implement casework strategies that support permanency planning principles;

- Respond to and manage identified staffing issues, maintain accurate record of actions taken and consult and inform Regional Manager;
- Manage staff recruitment and make recommendations to the Regional Manager regarding selection of staff;
- Ensure all new staff are inducted and appropriately supported on commencement of employment in line with MacKillop's induction and probation procedures;
- Manage, induct and supervise student placements and volunteers;
- Supervise and monitor staff work routines and approve time sheets, leave, time in lieu and overtime in consultation with the Regional Manager
- Collaborate with the Regional Manager in relation to the management of staff workloads and case practice through professional supervision and consultation;
- Promote growth and change by providing opportunities for training and development for all staff;
- Facilitate team meetings and other opportunities for reflective practice involving relevant stakeholders;
- Promote democracy and support young people and staff to engage in a participatory environment where they can have a say and influence the decision making process;
- Provide timely advice to the Regional Manager with regard to critical incidents, complaints, industrial matters, or other situations that may present "risk";
- Ensure services comply with the OOHC standards and client and carer records are accurate and up-to-date;
- Ensure that the rights of young people are protected, their wellbeing is actively safeguarded and any concerns are reported immediately;
- Ensure all statutory child protection requirements are adhered to;
- Support and develop staff and volunteers through the provision of on-the-job training, coaching and supervision to develop their capacity to provide trauma-informed, therapeutic care;
- Support Caseworkers to provide responsive casework practice to individual client needs ensuring the needs of children and young people are met through the development, implementation and review of individual client case plans;
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD children, young people and their families;
- Contribute to the administration of Family Journey and ChildStory;
- Maintain relevance in the profession through participation in professional development opportunities, supervision and performance appraisals;
- Actively support and champion the Sanctuary model across all aspects of the programs, and manage the programs in line with the seven Sanctuary commitments;
- Ensure services reflect the organisation's values, policies and practice frameworks;

- Promote the work of the organisation in the sector and wider community and maintain linkages with relevant organisations and participate in service networks, inter-agencies, regional planning and coordination forums;
- Contribute to policy and program development and best practice standards at both the program, organisational and wider service sector levels;
- Monitor program expenditure and ensure that it is appropriately invoiced, reconciled and within budget;
- Ensure that programs meet funding and contractual requirements and report any concerns to the Regional Manager;
- Identify practice improvements that contribute to better outcomes for children, young people and their families;
- Take all reasonable and practical steps to ensure the workplace is safe in accordance with WHS requirements and ensure a proactive and timely response to WHS issues raised by staff;
- Participate on MacKillop Family Services WHS committees as required;
- Ensure WHS responsibilities and objectives are addressed as part of regular supervision and as a item on all team meeting agendas;
- Remain informed of policy and practice developments in OOHC and participate proactively in policy review;
- Be available for on call and after-hours support as required;
- Be available to undertake higher duties and/or secondment as required; and
- Undertake other duties as required.

## Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families
- A tertiary qualification in social work, community services, management or relevant field;
- Demonstrated understanding of child protection and an understanding of statutory child protection frameworks;
- Proven leadership skills and demonstrated ability in the supervision of staff;
- Demonstrated skills and experience in program management, service development and review and experience in foster care programs;
- Demonstrated ability to deliver positive outcomes for vulnerable children, young people and their families;
- Demonstrated ability to build positive relationships and work collaboratively with internal and external stakeholders;

- High level of initiative, ability to plan, organise and prioritise work, and work to tight deadlines under pressure;
- Excellent interpersonal skills, written and verbal communication skills;
- Strong understanding of policy, practice and quality framework
- Experience in working with trauma, attachment and resilience theory; and child development;
- Competence in Microsoft Office including Outlook, Word, Excel, PowerPoint.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Abide by MacKillop's COVID-19 Safety Policy
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current NSW Driver's Licence.
- Valid and current NSW Working with Children Card
- Valid and current NDIS Worker Check
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

•  
**Approver's full name:** | Naomi Burke **Date:** | 28/3/2022

<b>Approver's position title:</b>	Director NSW North & West		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*