

POSITION DESCRIPTION

Part- Time Locum Coordinator

Locum period from JULY 2022- 28 FEB 2022 with possibility of extension
Minimum 30 hours week

AWARD: QLD TPEO QCSCA COMMUNITY SERVICES WORKER LEVEL 7

Entitlements:

Five weeks paid annual leave (four weeks with leave loading) pro rata
Access to external supervision
Opportunity to participate in salary sacrifice arrangements

ACCOUNTABILITY: MANAGEMENT COMMITTEE

ABOUT CHISHOLM

Chisholm Inc. ("Chisholm") is a refuge for women, children and young people who have recently experienced domestic violence. Its purpose is to provide practical and emotional support through the provision of a caring, supportive, non-judgemental and culturally inclusive environment.

Chisholm's aim is to ameliorate the impact of domestic violence on women, children and young people accessing the service by assisting them to safe accommodation and access to independent living through the provision of quality support within a feminist and social justice framework.

We achieve this through providing high quality strength based services which are culturally inclusive, non-judgemental, respectful, client centred and which provide an opportunity for women, children and young people to make informed choices regarding their future.

Chisholm adhere to the belief that the use of violence by one person against another is unacceptable and that women and children have the right to be safe from violence. Chisholm is committed to actively participating in the prevention, intervention and education strategies that will put an end to domestic and family violence.

PURPOSE OF THE POSITION

The purpose of this position is to plan, direct and oversee the operation of Chisholm and to ensure that Chisholm provides a high quality refuge accommodation service for women and children escaping domestic and family violence.

Organisational relationships

The Coordinator will report to the Management Committee and will collaborate with team members to provide best practice outcomes for the women and children we support.

MAIN DUTIES AND RESPONSIBILITIES

- Support clients using Chisholm frameworks for practice
- Maintain a practice model which fulfils best practice standards as described by the sector and the funding body

Planning and development

- Take a lead role in working with the Management Committee, staff and other key stakeholders in the ongoing planning and development of Chisholm's strategic and annual plans
- Liaise with other service providers to identify service gaps and opportunities to work collaboratively to develop, implement and resource services that respond to the needs of women and children escaping domestic and family violence.

Key performance indicators

- Achievement of goals identified in the strategic plan and annual plans
- Strategic planning is included on the agenda of staff and Management Committee meetings
- Strategic planning occurs every two years at a minimum

PROGRAM MANAGEMENT

- Implement Chisholm's strategic and annual plans
- Develop and maintain a positive and safe environment at the refuge and ensure that staff and service users comply with Chisholm's policies and procedures
- Oversee the collection and collation of all statistics and the data required for reporting purposes and ensure accurate recording to meet need of contractual requirements including the Queensland government Human Service Quality Framework,
- Ensure the physical space at the refuge is well maintained, meeting all requirements in relation to Workplace, Health and Safety standards

Key performance indicators

- Strategic planning is included on the agenda at both staff and management committee meetings
- The Coordinator is able to demonstrate knowledge of current workplace, health and safety standards and critical incidents are handled well
- Quarterly and annual reports are completed on time and data included is an accurate reflection of client service delivery

FINANCIAL MANAGEMENT

- Develop an annual budget in collaboration with the Finance Manager for approval by the Management Committee
- Prepare relevant submissions for funding to achieve strategic planning goals and to ensure the service is well resourced

Key performance indicators

- The organisation secures sufficient funding to maintain service delivery and to continue to build capacity
- An appropriate budget is compiled each year and Chisholm's financial position is well maintained.

STAFF MANAGEMENT

- Undertake recruitment of staff, in consultation with the Management Committee and in accordance with Chisholm's policies and procedures
- Provide orientation and induction to new staff, Management Committee members and students
- Ensure all staff, students and volunteers are provided with appropriate training and support to carry out their duties and to meet all statutory and legislative requirements.
- Oversee and participate in the on call worker roster
- Provide one to one line management supervision with each employee
- Perform staff performance appraisals and where necessary, in consultation with the Management Committee, undertake performance management procedures
- Maintain all employment contracts
- Oversee case management and work practices of all support workers
- Provide a crisis debriefing response within the service when required
- Develop and review policies and procedures
- Engage and supervise students on field placements
- Coordinate and manage the daily tasks performed by staff

Key Performance Indicators

- Case management meetings occur on a regular basis
- Policies and procedures are reviewed and updated at least every two years
- All staff have a performance appraisal once a year

- The professional development needs of staff are met according to service capacity
- Staff are able to demonstrate a good understanding of Chisholm's policies and procedures
- Chisholm continues to receive requests each semester for student placements from educational facilities

PARTNERSHIPS AND NETWORKS

- Actively promote, lobby and advocate for the organisation and service user group where necessary
- Actively participate in relevant networks and collaborative partnerships that will represent the interests of women and children escaping domestic and family violence

Key Performance Indicators

- The Coordinator is an active member of relevant peak bodies and networks and attends regular meetings

GOVERNANCE

- Attend Management Committee meetings, provide reports for each meeting and give feedback and information to the Committee to ensure informed discussions and decision making
- Collaborate with the Management Committee to ensure that all legislative and constitutional requirements are being met regarding the governance of Chisholm
- Ensure that all meetings including the Annual General Meeting are held and run in accordance with legislative and constitutional requirements
- Negotiate and manage all contracts and service agreements in collaboration with the Management Committee

Key Performance Indicators

- Management Committee meetings are held regularly and minutes of each meeting is recorded
- Chisholm's AGM is held annually and minutes of this meeting is recorded
- The Management Committee maintains a good working knowledge of the operations of Chisholm

GENERAL DUTIES

All employees have a responsibility to assist with general office duties, including answering telephones, the office door and with inquiries from clients. From time to time all employees may be required to perform tasks that are outside their particular job description such as cleaning and picking up clients. We are a service that provides support to women and children who are in crisis. The very nature of our service dictates the necessity for staff commitment to general duties on occasion in order to preserve the wellbeing and total privacy of our clients.

POTENTIAL IMPACT OF WORK ENVIRONMENT ON PHYSICAL AND EMOTIONAL HEALTH

Chisholm Inc. acknowledges that this position can be psychologically and emotionally demanding. It is both the employer's and employee's responsibility to maintain self-care. The will Coordinator commit to external monthly supervision to ensure that the risk of burnout is minimised. The Coordinator must also commit to take annual leave when it becomes due, in negotiation with the Management Committee

QUALIFICATIONS AND EXPERIENCE

- Bachelor degree in the behavioural or social sciences
- Minimum of three years' experience in managing a community based organisation

Other Requirements

- A current Blue Card (Working with Children check)
- Senior First Aid Certificate
- QLD Drivers License

KEY SELECTION CRITERIA

- Demonstrated understanding of domestic and family violence and its impact on women and children
- Demonstrated capacity for collaborative leadership of a multi-disciplinary team of staff
- Demonstrated ability to be able to supervise case management, staff professional development and to promote team cohesiveness
- Highly developed written and oral communication skills and computer proficiency skills
- Demonstrated conflict resolution, crisis intervention and counselling skills
- Ability to be able to develop policies and procedures for the organisation and to prepare funding submissions
- A high degree of professionalism and well-developed interpersonal skills with a capacity to build effective relationships with a wide range of people including service users, employees, volunteers, peers within the sector, local community groups and government and non-government stakeholders
- Demonstrated ability to be able to work with people from culturally and linguistically diverse backgrounds

Additional information

- Normal work hours are from 9am to 5pm, Monday to Friday. The Coordinator will be required to attend Management Committee meetings outside of office hours
- Occasionally staff may also be required to work outside of normal work hours for specific projects or events.