

You matter

Creating homes with hope for a brighter future.

POSITION TITLE	Service Coordinator
REPORTS TO	Chief Executive Officer
DAYS & HOURS	6-month fixed term initially Part-time – negotiable 16–20 hours per week Flexible days Monday – Friday between hours 8.30am – 5.30pm by agreement WFH primarily, with regular attendance at main warehouse currently in Abbotsford, along with significant outreach to establish havens and liaise with organisations
KEY RELATIONSHIPS	<ul style="list-style-type: none">○ Chief Executive Officer○ YM Warehouse Manager○ YM volunteers (Haven Coordinators & Haven Assistants)○ Agency managers

ORGANISATIONAL CONTEXT:

Our Vision

Survivors of family violence can live a safe and happy life within their own homes and their community.

Our Mission

Ensure that the homes of survivors of family violence are fully equipped, functional and comfortable so that they can begin to rebuild their lives free from the impediments that not having basic household items create.

Our Values

Strength

Family violence survivors are empowered to survive and thrive in their environment as it is full of love, compassion and support.

Community

Family violence survivors feel that they belong to the community, that their community is supporting them through the work that our volunteers do.

Integrity

We will deal with everyone in an equal way. All our interactions with others will reflect the highest level of integrity

Respect

We believe in gender equity and equal respectful relationships.

We provide good quality items to those in need as everyone deserves the best.

Families, volunteers and agencies are always afforded the utmost respect.

Being treated with dignity and respect increases one's self-view and ability to live well.



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Environmental responsibility *We contribute to the protection of our environment by re-homing second-hand goods and thereby reducing waste.*

Our Services

You Matter (Aus) Ltd is a growing Victorian not-for-profit organisation that supports survivors of family violence through setting up their homes with all the furniture and goods required for a fully functioning home.

You Matter aims to be a critical part of the recovery journey for survivors of family violence in Victoria, working with and supporting agencies working directly with survivors. We aim to ensure that survivors and their families can live a safe and happy life within their own homes and community.

From humble beginnings in 2019, You Matter now works primarily in the eastern, northern and western regions of Melbourne and aspires to cover the entire Greater Melbourne area within the next 5 years.

You Matter (Aus) Ltd is a not-for-profit company limited by guarantee with tier 1 deductible goods recipient charitable status and associated tax concessions. We rely on an extraordinary, committed and skilled volunteer workforce of approximately 100 individuals to deliver our services, working alongside a small paid staff team.

THE ROLE:

Context

Reporting to the Chief Executive Officer, the Service Coordinator will work collaboratively to achieve the strategic goals of You Matter.

Supported by the Chief Executive Officer, the Service Coordinator is responsible for maintaining relationships with referring service organisations, ensuring the smooth and efficient establishment of havens for women and children recovering from family violence, and providing information to, and limited contact with, women accessing You Matter's services.

The Service Coordinator is responsible for the support and development of a small team of volunteers (Haven Coordinators), building a culture of client-focused, empowering service delivery, and works alongside a small team of paid staff and volunteers.

Major Responsibilities

Service delivery

- The Service Coordinator will ensure the You Matter team work together to create beautiful and functional havens thereby supporting survivors and their dependants
- The Service Coordinator will work with the CEO to identify opportunities for the expansion of You Matter services to increase the reach and positive impact of the service
- The Service Coordinator will develop and implement a strategy for ensuring women receiving You Matter services are empowered and engaged to contribute to the ongoing development of You Matter services and provide feedback about their experiences with You Matter



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- Ensure all activity is coordinated, efficient, and safely completed in a manner that results in women and referring agencies reporting we have met their requirements

Agency relationships

- The Service Coordinator will develop and maintain productive and positive relationships with referring agencies developing feedback mechanisms and reporting on relationship effectiveness

People leadership

- Lead, inspire and support Haven Coordinators in their role leading the establishment of havens for women and children
- In collaboration with the Volunteer Coordinator, develop and deliver a plan for mandatory and specialised training for volunteer Haven Coordinators and Haven Assistants
- Provide supervision and support to Haven Coordinators to develop a cohesive team, and lead consistent high quality service delivery
- Work collaboratively with all staff and volunteers of You Matter to ensure a best practice culture and team commitment to high quality services
- Communicate effectively with all staff and volunteers across You Matter, contributing to a culture committed to best practice and high quality services

Organisational responsibilities

- Comply with organisational policies and procedures
- Always maintain a safe environment for volunteers and clients
- Adhere to budget, financial management systems, and act within authorised delegations
- Participate in regular supervision to support, guide and enhance your practice and work
- Participate actively in team meetings and meet with the Board as required
- Provide monthly reports to the CEO
- Contribute to annual report, grant applications and acquittals as required

Core Competencies

Specific Knowledge and skills required:

- Demonstrated leadership skills
- Demonstrated understanding of issues of family violence
- Demonstrated ability to build constructive and collaborative relationships with a diverse group of stakeholders
- Demonstrated ability to plan, implement, monitor, and review all aspects of client service delivery to ensure ongoing implementation of best practice
- Ability to manage teams to achieve a specific outcome
- Flexibility and the ability to manage through unexpected situations
- Proficiency with MS Office suite



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- Well-developed oral and written communication skills, including experience in public speaking and professional writing
- Preference for a proven track record of volunteer management

Personal characteristics:

- Well organised with good time management skills
- Identifies and promotes You Matter's organisational values
- Passion for issues relating to gender equality, respect and ending family violence within our society
- Demonstrates resourcefulness, creativity, compassion and persistence

MANDATORY REQUIREMENTS

- Tertiary-level qualifications in social/community services, preferably with experience in and/or extensive knowledge of family violence service delivery
- A National Criminal Records Check that states "No Disclosable Court Outcomes" on the Nationally Coordinated Criminal History Check Certificate.
- A current Victorian Working with Children's Check (WWCC)
- A current Victorian Driver's Licence

REMUNERATION

An attractive remuneration package commensurate with the successful applicant's skills and experience will be negotiated.

APPLICATIONS

Applications, addressing the core competencies noted above, are to be submitted by **COB Wednesday 13 July 2022** to:

Ms Maxine Gross
Chief Executive Officer, You Matter
maxine@youmatter.org.au

Enquiries can be addressed to:

Ms Sandie de Wolf AM
Board Chair, You Matter
sandie@youmatter.org.au

For more information about You Matter, please visit our [WEBSITE](#) or [LINKEDIN PROFILE](#)

