

# Senior Service Coordinator

Supportive Housing – Hope Street



## Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

## Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

## What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

## Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

## Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

## Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

## Position Title

Senior Service Coordinator

## Team

Supportive Housing – Hope Street

## Reports to

Team Leader

## Line Manages

N/A

## Classification/Award

Level 6, SCHADS

## Talkin

Team Leader

## Based at

South Brisbane

## Backup when absent?

Team Leader

## Management Supportive Housing – Hope Street

The Supportive Housing – Hope Street team are based at **Brisbane Common Ground**. Each element of supportive housing, from building to support service design, aims to create the greatest degree of empowerment and independence for people. Supportive Housing – Hope Street uses the Housing First model.

The purpose of the onsite support team is to:

- Enable tenants to sustain and maintain stable housing.
- Co-ordinate tenant needs and provide support as required.
- Assist tenants to set and achieve goals.
- Assist tenants to live independently and provide the development of support systems with tenants.

# Position Description

## As a Senior Service Co-ordinator you will...

provide direct planned support to tenants, provide support to staff and assist the Team Leader in managing the daily matters of the team as directed.

### Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Stakeholders
- Community Services
- Participants
- Emergency Services
- Visitors to Brisbane Common Ground
- Inclusive Health Clinic

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- List main areas that the position collaborates with i.e.
  - Organisational Services
  - Other Micah Teams

### Key Responsibilities

#### Leadership and Management

- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Leadership to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

#### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide direct support to tenants of Brisbane Common Ground at Concierge, in rooms or in their units as part of a multi-disciplinary team.
- Develop and maintain positive and productive relationships with all stakeholders.
- Provide excellent customer service and problem solve in a high pressure environment.
- Provide individual case management to tenants.
- Engage with tenants at Concierge, in common areas and in their units.

- Assist Team Leader in relationship to reporting, rostering and all aspects of service delivery. Stand in for Team Leader in their absence.

### Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

### Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.
- Manage workload and self care.

### Essential Attendance

- Attendance at team meetings
- Attendance at leadership meetings as delegated by the Team Leader

### Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.
- Work on call after hours on a rostered basis with other senior staff.

### Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

## Criteria and Conditions

### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card     AHPRA Registration

### Driver's License

- Essential     Desirable

### Travel

- Essential     Desirable

### Assets Provided

- Work Computer     Work Phone  
 Pool Vehicle     Packaged Vehicle

## Essential

- Relevant certificate, diploma or tertiary qualification in community services and/or extensive experience, or a combination of experience, expertise and competence.
- Evidence of effectiveness of communication style, written and verbal skills.
- Demonstrated commitment to cultural diversity.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

## Desirable

- Previous experience as a senior member of a team, preferably in a residential setting.
- Previous experience working with participants with homelessness, drug and alcohol and/or mental health

## General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

# Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_