

Position description

Program Coordinator (Victim Survivor Voices)

Job title	Program Coordinator (Victim Survivor Voices)
Reports to	Violence Prevention and Health Equity Manager
Contract type	1.0 FTE (37.5 hours per week) fixed term contract until 30 June 2027 (with possibility of extension, dependent on funding) SCHADS Award Level 5/6 (dependent on experience) Salary tax benefit of up to \$15,900 per annum Above-award leave entitlements Office based in Pearce ACT
Position overview	
Women's Health Matters (WHM) works to improve the health and wellbeing of anyone who identifies as a woman in the ACT and surrounding region. We advocate on behalf of all ACT women, especially those experiencing disadvantage and vulnerability. We recognise the gendered nature of violence and the impact it has on women's health and wellbeing. The Program Coordinator will work under general direction from the Program Manager to set priorities, plan and deliver a programme of accessible, trauma-aware and healing-informed consultation with people with lived and living experience of domestic, family and sexual violence in the ACT and region through the Victim Survivor Voice pilot program. The Victim Survivor Voice trials a peer-led approach to engaging with victim survivors of domestic, family and sexual violence to utilise their lived expertise to inform improved services and systems in the ACT and region. This program is funded by the ACT Government. Having lived or living experience of any form of domestic, family or sexual violence is a requirement for this role. We will never ask you to disclose any details or information about your lived or living experience. We ask you complete the self-reflection questions at the end of this document to consider whether this is the right time for you to apply for this role. You do not have to submit your responses, but we are happy to discuss any questions or concerns you may have when thinking about these questions.	
Key responsibilities	
Under broad direction from the Program Manager, undertake the following: <i>Program coordination</i> Establish priorities and monitor workflow to support and maintain a confidential network of people with lived and living experience of domestic, family, and sexual violence who have expressed interest in using their lived expertise to inform ACT initiatives.	

- Develop and implement processes to strengthen program engagement with Aboriginal and Torres Strait Islander peoples, members of culturally and linguistically diverse communities, LGBTQIA+ individuals, young adults (18-25) and people with disability.
- Plan and deliver a program of accessible, trauma-aware and healing-informed consultation activities, including but not limited to,
 - developing consultation plans
 - facilitating mixed-method consultation with program participants
 - facilitating pre- and post- consultation briefing and debriefing
 - analysing consultation data
 - developing consultation deliverables including indicative findings, and draft and final listening reports
 - facilitating closing the loop activities to report findings back to program participants.
- Plan and deliver a program of training and development activities for program participants, including but not limited to, induction sessions, resource distribution, internally and externally delivered information and skills development sessions.
- Plan and deliver quarterly victim survivor forums to provide in-depth insights and advice on specific matters related to consultation topics.
- Supervise and coordinate casual Peer Facilitator/s to provide targeted support during peak periods of direct community engagement.
- Conduct engagement administration, including venue booking, responding to enquiries, organising accessible equipment, preparing materials, and managing remuneration.
- Develop and distribute regular communications with program participants to share upcoming activities and opportunities.
- Uphold the program's commitment to social justice, equity, and the empowerment of communities of people who have experienced domestic, family and sexual violence.
- Participate in regular group supervision with other program team members.

Stakeholder management

- Maintain and strengthen relationships with key stakeholders such as Aboriginal Community-Controlled, specialist domestic, family and sexual violence, LGBTQIA+, disability and other organisations to support and enhance the program's impact.
- Undertake outreach activities to broaden networks, increase awareness of the program, and foster collaboration opportunities.
- Present on the project at community events and conferences to build trust and visibility.

Evaluation and feedback

- Collect and analyse ongoing participant feedback, providing insights and recommendations to improve program effectiveness and participant satisfaction.
- Coordinate and participate in an independent evaluation of the program.

Reporting and project governance

- Deliver regularly on program performance and emerging issues to the Program Manager.

- Support grant reporting, including progress updates, acquittals, and evaluation summaries in line with funding requirements.
- Record and escalate member concerns and systemic issues to the Program Manager.

Other duties

- Perform other duties as needed to support the organisation's objectives and goals.

Women's Health Matters

About us

Women's Health Matters is the voice for women's health and wellbeing in the ACT.

We are an independent, non-partisan think tank that works to improve the health and wellbeing of anyone who identifies as a woman in the ACT and surrounding region, especially those experiencing disadvantage and vulnerability.

Our core business is evidence-based social research, policy development, advocacy and health promotion. We identify current and emerging health and wellbeing issues impacting all women in the ACT and surrounding region and develop evidence-based solutions to close the gaps.

Our local research, evidence and data (informed by women for women) is used by decision makers to be more responsive to the needs of women and to improve the health and wellbeing of women in the ACT.

Working for us

You will get to work with bright and kind people from diverse backgrounds and engage with passionate and committed stakeholders.

We are committed to improving the health outcomes of women in the ACT. Every day when you come to work, you are making a difference.

Diversity and inclusion

We are an equal opportunity employer and values diversity and inclusion in our workforce. We recognise that experiences of violence are widespread and we aim to provide a supportive and safe working environment for staff, particularly where work roles are focused on violence prevention.

We strongly encourage applications from candidates of all backgrounds and experiences, including Aboriginal and Torres Strait Islander people, people from migrant and refugee communities, people of any age or gender, lesbian, gay, bisexual, trans and gender diverse, intersex and/or queer (LGBTIQ+) people, people with disability and people with experience of criminalisation.

We encourage you to let us know if you would like any support or access accommodations.

We understand that employees have responsibilities outside of work and offer flexible work practices that provide balance between work and home life. We offer flexible and supportive working conditions, including the option to work remotely for some of the work week, 5 days of COVID leave per year (in addition to personal leave) and a reproductive health leave policy.

We celebrate uniqueness and recognise that everyone has different strengths and needs. If you are interested in this role but unsure if you meet the selection criteria, we encourage you to reach out to discuss your experience and application with us.

Knowledge, skills, experience and qualifications	
Essential	Strong understanding of gender equity and intersecting forms of marginalisation. Ability to use expertise developed through lived or living experience to amplify the voices of other victim survivors. Excellent written communication and interpersonal skills. Demonstrated ability to facilitate trauma-aware and healing-informed engagement with people with diverse and intersecting identities and experiences. Demonstrated ability to analyse quantitative and/or qualitative data using appropriate methods and tools, and to present findings to a high standard. Demonstrated ability to maintain positive stakeholder relationships. Effective time management skills, including the ability to prioritise and manage competing priorities. Willingness to travel across the ACT and surrounding region to facilitate community engagement activities. Ability to work independently and as part of a team. A qualification in a relevant field such as community services, social work, public health, gender studies, public policy, social sciences or related discipline/s.
Desirable	Demonstrated skills in using software for research and/or data analysis, such as Delvetool, Nvivo, Stata, Qualtrics or similar. Demonstrated ability to lead community consultation or research projects, from design through to reporting. Experience in monitoring, evaluation and/or organisational learning in a relevant setting, such as community sector organisations. Experience engaging with people with lived and living experience of domestic, family and sexual violence. Understanding of the Family Violence Experts by Experience Framework. Current driver's licence and vehicle to travel between locations across the ACT and surrounding region. A degree in a relevant field such as social work, public health, gender studies, public policy, social sciences or related discipline/s.
Other requirements	Some evening and weekend work may be required. Obtaining or providing evidence of an ACT Working with Vulnerable People (WWVP) registration and National Police Check is required for this role. If you feel this could create a barrier for you, please contact us to discuss. A reported result on a National Police Check will not necessarily prevent you being successful in this role. Results on a National Police Check can be discussed and an assessment completed by Women's Health Matters.

	Please note to be eligible to apply for this role, you must be able to legally work in Australia. Being a woman is considered to be a genuine occupational requirement for this position under the Equal Opportunity Act 1984 - Section 34 Exemptions. This allows for the exclusive employment of women in a women-specific service.
Self-reflection questions	
The following questions have been adapted from the Family Violence Experts by Experience Framework to support people with lived and living experience of domestic, family and sexual violence decide whether they would like to be formally engaged in a role where they use their expertise through experience. You may have strong feelings when thinking about these questions. Please reach out to us if you have any concerns or would like us to refer you to specialist support services. For immediate support, please consider contacting the following services: • Domestic Violence Crisis Service on 02 6280 0900 (24/7). • Canberra Rape Crisis Centre on 02 6247 2525 (between 7am and 11pm seven days a week). • 1800RESPECT on 1800 737 732 (24/7). Readiness to undertake the work • What are my reasons for wanting to participate? • Do I really want to participate or am I feeling that I should? • Am I ready to talk about my own personal experiences if required? Resources required • Do I have enough resources in place both personally and professionally to do the work required as an expert by experience? • What support will I need to ensure my health and wellbeing is not negatively impacted by participation? • How will I manage the emotions associated with talking about domestic, family and sexual violence? • What strategies will I use if someone reacts negatively or judgmentally to my expertise? Safety considerations • Is it safe enough for me to participate? • Are there any ongoing risks posed by the person who abused me? • Are there protections that can be put in place to increase my safety? • Do I know if this organisation has procedures in place to record and remember the safety protections I want to put in place? Boundaries • How will I ensure my personal and professional boundaries are upheld? • What are my personal limits regarding what I am happy to contribute?	

- Am I clear about the limitations of this role and who I am able to represent when I speak publicly?

Legal considerations

- Am I involved in any ongoing legal proceedings that may be jeopardised by participating as an expert by experience?
- Are there any potential legal consequences of being an expert by experience?
- Am I clear about how I would make complaints or provide feedback about my involvement with this organisation?

Privacy

- What information am I ready to share and what information do I want to keep private?
- How do I feel about colleagues or family members finding out about my experiences?
- Do I want to participate in this work anonymously? Am I able to use my own name or do I want to develop a synonym?
- Is it ok for photos to be used of me in promotional materials or online?

Other considerations

- Are there people in my life who need to be aware of my decision to be an expert by experience?
- How might my children or family feel about my decision to participate? What might the impacts of this decision be for them?
- How might my community feel about and react to my decision to participate? How might their responses impact me?