

Position Description Resident Support Co-ordinator - LP POSTC5026 ISO9001 Approved by Shannon Bell Next Revision: 01/07/2027	Location:	Lower Plenty
	Traditional Land Owners:	Wurundjeri People
	Classification:	SCHADS Level 4
	Reports To:	Business & Finance Manager Residential Services
	Direct Reports:	N/A

Odyssey Victoria (OV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OV we believe that every person should have the opportunity to change and grow. Our diverse teams collaborate with individuals, families, and communities to reduce drug use, improve mental health, and reconnect people to their family and the community. The Odyssey name and logo reflects the courageous journey of self-discovery and change that our clients undertake.

Position objective

The key purpose of the position is to ensure residents obtain and maintain all necessary personal identification and documentation required to access community-based supports and services.

The Resident Support Co-ordinator is responsible for coordinating and supporting applications for essential documents such as birth certificates, proof of identity, Medicare cards, Centrelink documentation, and Working with Children Checks. By ensuring residents have the appropriate documentation, the position enables greater access to services, community participation, employment, education, and other support opportunities.

The Therapeutic Community (TC) is a long-term residential program that works with clients to establish healthier relationships, promote personal change, and support them in their recovery journey. An essential element of the TC is the individual clients' relationship with the peer community.

Role responsibilities

Working under general direction, the role performs duties of a specialised nature in the application of knowledge and skills gained through relevant qualifications and previous experience in the discipline, and is expected to contribute knowledge in establishing procedures, and exercise judgement where procedures are not clearly defined.

The role undertakes responsibility for the following varied activities:

- Establish relationship with resident through an introductory interview and discussion.

- Establish what personal identification a resident holds and what are their further requirements.
- Ensure resident has a functional and secure email account and mobile phone
- Process documentation to apply for resident personal identification, including but not limited to birth certificate, proof of age card, medicare card.
- Apply for Working with Children Check (WWCC) via Services Victoria, ensure all criteria of Victoria legislation is followed
- Escalate child safety concerns, adverse notifications or compliance issues in accordance with Odyssey Victoria policy and procedures.
- Where an WWCC application is unsuccessful, provide practical support to help residents understand the outcome, review available options and access appropriate advocacy, legal advice or review processes where applicable.
- Ensure resident has secure bank account with secure access and educate resident in online banking.
- Support Resident with the establishment appropriate online services including a myGov account and linking Centrelink, Medicare, Housing and ATO.
- Keep abreast of changes in protocols and procedures within Centrelink and other agencies.
- Maintain relevant tracking tools and systems to respond to requests for reports as relevant.
- Provide administrative and finance support to Business Team where required, including operational and job function support with residents within Business Office
- Maintain administrative, filing and record keeping systems, including the maintenance of client files, and filing systems, for the effective operations of the administrative services/functions.
- Respond to external party request and Subpeona for Health Records and personal information, as required
- Ensure residents have access to computers and internet to complete online personal administration, in line with TC process and community expectation
- Ensure that the distribution of data is in keeping with OV and agency confidentiality protocols.
- Attend on/offsite meetings with residents in sphere of work as relevant.

Quality

- Participate in the implementation of quality assurance systems and processes that enable a culture of continuous improvement.

- Ensure compliance with all relevant legislative and statutory requirements.
- Actively use and promote the Business Management System (BMS) and ISO Quality assurance standards and practices in day-to-day activity.
- Maintain administrative, filing and record keeping systems, including the maintenance of client files, and filing systems, for the effective operations of the administrative services/functions.
- Undertake other duties as directed by the Program Manager.
- Model appropriate workplace health and safety practices to staff and clients and contribute to the development of a safe working environment.

General

- Actively promote and adhere to the OV Child Safety policy and procedures to assist OV to maintain a child safe organisation and support colleagues to engage in child safe practices.
- Demonstrate ability to understand and apply inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
- Demonstrate understanding of the importance and application of intersectionality when working with people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
- Assist in the supervision and collection of urine samples from clients on a rostered basis.

Residential Services Expectations

All Residential Services staff are expected to:

- Model behaviours and attitudes in keeping with the objectives of the Program and at all times act in accordance with the staff *Code of Ethics & General Conduct* and resident *Bill of Rights*.
- Adhere to professional and agency ethics and boundaries.
- Foster the Therapeutic Community process of mutual self-help recovery for our residents, at all times using the social environment to maximise peer influences by encouraging transmission of residential community teachings rather than directly instructing and delivering such communications in the manner or style that reflects the rational purpose of helping.
- Work in an open, honest, and reflective style, participating as members of the staff group.
- Participate in and commit to ongoing professional development through in-house training programs and external activities as appropriate.
- Share information about the work of the Program with visitors, interest groups, statutory bodies, and professional associations as part of OV's commitment to informing others of our work.

- Promote the benefits of improved lifestyle and mental health free of substance abuse and other self-defeating anti-social behaviours amongst the staff and residents.
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Key Selection Criteria

1. Demonstrated knowledge and experience in Government Agency Process particularly Services Victoria, Centrelink and myGov, record keeping methods, administrative procedures, confidentiality, and privacy protocols.
 2. Strong organisation and time management skills.
 3. Highly developed communication skills (both verbal and written) with a consultative approach to resolving issues.
 4. Demonstrated commitment to teamwork, with an openness to giving and receiving feedback.
 5. Ability to take initiative and work independently and adaptively to meet changing organisational needs.
 6. Ability to convey warmth, openness, empathy, and concern for the welfare of colleagues and residents.
 7. Confident, friendly, and well-developed people skills, including the ability to relate to professionals and to deal with challenging people and situations.
 8. Well-developed information technology skills, including proficiency in the Microsoft Office suite and use of databases.
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Essential Requirements

- Knowledge and experience in office administration, including record keeping methods, administrative procedures, confidentiality, and privacy protocols.
 - Satisfactory outcome of a confidential Police Check and Working with Children Check. OV is committed to child safety and is a child safe organisation.
 - Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
 - Possession of a current Victorian Driver's License.
 - Information technology skills, including proficiency in Microsoft Office suite.
 - Eligibility to work in Australia.
 - Preparedness to travel within the catchment to meet the requirements of the job and to work out of various partnership locations.
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Desirable Requirements

- First Aid Certificate.
- Current knowledge of OH&S practices.
- Familiarity in working within a health and/or community organisation.

Our Reconciliation Action Commitment

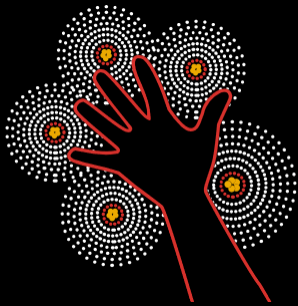
Odyssey Victoria's commitment to reconciliation with Australia's first nation peoples, means that we prioritise a workplace that welcomes, supports, and employs Aboriginal and Torres Strait Islander peoples, and we value their unique contribution to our organisation.

We will act in ways that promote reconciliation between our Aboriginal clients and our staff, and to contribute to the healing that is needed. We will assist with, and prioritise, Aboriginal and Torres Strait Islander job applications and treatment referrals. We commit to celebrating local and national dates of significance, and we will Acknowledge Country when we meet together. We will respect the histories and cultures of Aboriginal and Torres Strait Islander peoples and acknowledge their unique status as the traditional custodians of this land and its waters.

Our Diversity Commitment

At Odyssey Victoria, we value diversity and believe that employing people with a range of backgrounds and abilities brings a variety of ideas, perspectives and experiences that will enhance the relevance, safety, and effectiveness our services.

We will promote a workplace that actively seeks to encourage people with disabilities, LGBTQIA+ people, young people, older Australians, and people from diverse cultural, linguistic and faith backgrounds to apply for employment with us. We are committed to ensuring that a diverse range of people are welcomed, valued, and supported in their roles.



Our values

We promote hope for change and expectation to reach one's full potential. We encourage perseverance and innovation to make a real difference in people's lives. We uphold the pillars of Respect, Concern, Honesty, Trust, and Love. Our values are promoted among the residents, staff, and clients of Odyssey Victoria.

This artwork, inspired by Chris Thorne, represents counting the pillars on one hand.