



Senior Coordinator Child and Family Application Package

Thank you for your interest in applying for the Senior Child and Family Coordinator position with The Family Centre. The position description is included below and additional information about our organisation can be found on our website www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description
- Include a detailed resume with education & employment history
- Provide two referees with current contact details

Email applications will be accepted.

Email: recruitment@thefamilycentre.org.au

Applications close 4pm, Monday January 30, 2017

Please address all hard copies of applications to:

The Executive Director - Confidential

The Family Centre

PO Box 6301

Tweed Heads South

NSW 2486

For further information regarding the position please contact:

Nicole Julien (07) 55248711 or nicolej@thefamilycentre.org.au

David Boutkan

Executive Director

The Family Centre



POSITION DESCRIPTION – SENIOR COORDINATOR CHILD AND FAMILY

Position Title:	Senior Coordinator Child and Family
Award:	SCHCADS Award
Award classification:	Level 6
Hours of duty:	35 hours per week
Reports to:	Manager Child, Youth & Family Services Tweed (CYFS)
Location:	South Tweed office

The Family Centre Profile:

The Family Centre is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW. Our programs encourage and inspire people to make the changes they want for themselves, their family and their community in the following program areas: child and family, young people and family relationships.

Our activities include:

- Information, referral and goal planning
- Skill development and education
- Community engagement and development activities

Our values and practice principles inform how we work.

In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

- Improve relationships
- Increase safety
- Increase parenting skills
- Increase wellbeing
- Increase personal effectiveness
- Increase connections
- Increase community capability

Key Responsibilities:

1. Program Coordination

- 1.1. Manage the ongoing planning, development, evaluation and review of the Child & Family Services (C&FS) & Families New South Wales (FNSW) programs, in consultation with Manager Child, Youth & Family Services
- 1.2. Plan and co-ordinate the delivery of programs in accordance with funding contracts and TFC program plans in consultation with key stakeholders
- 1.3. Manage the delivery, development and review of The Family Centres Intensive Family Support Program
- 1.4. Maintain and develop partnerships with local human services providers, businesses & government departments
- 1.5. Maintain high levels of reporting, data entry and quality assurance across multiple databases and reporting platforms
- 1.6. Provide high quality supervision and program support to staff, this includes: annual appraisal, monthly supervision, program development support and review, day-to-day support regarding complex service delivery and organisational matters
- 1.7. Ensure a consistent standard of quality service in accordance with TFC policies, procedures and Practice Framework. Maintain a strong commitment to continuous quality improvement
- 1.8. Prepare reports and plans as required
- 1.9. Make decisions in the daily operation of programs that do not need approval from the Manager Child, Youth & Family Services
- 1.10 Discuss complex and sensitive matters with the Manager Child, Youth & Family Services to develop the most effective course of action
- 1.11. Undertake other related tasks given at the direction of the Manager Child, Youth & Family Services. eg: manage intake roster, telephone evaluation feedback, etc.
- 1.12. Convene and facilitate practice review and program development meetings
- 1.13 Mentor, coach, induct and train team members
- 1.14 Identify staff and team needs. Build team and organisational capacity and capability

2. Intake and on call

- 2.1. Participate in a roster to receive referrals and assess requests for service
- 2.2. Participate in an afterhours on-call roster for families in our intensive family support and youth housing programs

3. Case coordination

- 3.1. Manage staff to assess and document client strengths and needs. Coordinate a team to deliver casework services to a range of clients
- 3.2. Assist children and their families, where appropriate, to develop plans that aim to address presenting issues. Regularly check that all clients have current goal plans
- 3.3. Plans will consist of client directed goals, strategies to achieve goals, who is responsible for each aspect of goal achievement and timelines
- 3.4. Monitor and review progress of case plans in conjunction with staff on a regular basis
- 3.5. Collaborate with Family Centre staff and other service providers to ensure coordinated service delivery
- 3.6. Take on a case coordination role where appropriate
- 3.7. Convene and facilitate case review meetings with relevant stakeholders

4. Course work

- 4.1. Participate in organisational planning processes to develop a timely parenting and relationship education course plan
- 4.2. Work collaboratively with Family Centre staff and other stakeholders to develop, deliver and evaluate course
- 4.3. Participate in planning processes to develop and deliver the supported playgroup program
- 4.4. Coordinate the assessment of families and individuals for course suitability and eligibility when raised by lead facilitators
- 4.5. Coordinate parenting skills courses that support parents/carers of children
- 4.6. Participate in the ongoing development of course program material as required

5. Community work and service provider networking

- 5.1. Co-ordinate and participate in community events and activities, and TFC promotional events as negotiated with Manager Child, Youth & Family Services.
- 5.2. Develop and maintain an effective working relationships with local health and community service providers
- 5.3. Attend service provider network meetings as negotiated with Manager Child, Youth & Family Services.

6. Professional development

- 6.1. Attend staff training and development relevant to the position as approved by the Manager Child, Youth & Family Services and Executive Director
- 6.2. Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and clients
- 6.3. Attend and actively participate in team meetings and regular program planning / review, supervision
- 6.4. Attend regular supervision sessions and annual appraisal with Manager Child, Youth & Family Services.
- 6.5. Adhere to the relevant standards, policies and procedures of The Family Centre

7. Administration and organisational Tasks

- 7.1. Maintain service records including client records and reports
- 7.2. Maintain and submit accurate output reports
- 7.3. Maintain and submit administrative (e.g. time sheets and travel reimbursement claims) documentation in an accurate and timely manner
- 7.4. Actively participate in regular program planning, development, review and evaluation processes to contribute to continuous improvement.
- 7.5. Participate in organisational projects as negotiated with Manager Child, Youth & Family Services and the Executive Director
- 7.6. Perform relevant duties as required by the Manager Child, Youth & Family Services & Director.

Selection Criteria:

Maximum 200 words per criteria

Essential

1. Tertiary qualification in social work, social sciences or related discipline
2. Experience in the leadership, management and development of staff in a human services environment
3. Experience in program development, implementation and evaluation
4. Demonstrated ability to assess and effectively respond to the needs of vulnerable and disadvantaged families within a strengths-based and solution focused framework
5. A clear understanding of the issues confronting vulnerable and disadvantaged families (including: domestic violence, substance abuse, child abuse, mental health, parenting and relationships) and their impact on children and families
6. Ability to collaborate with Family Centre staff, students, volunteers, service network partners and community members in response to identified child, family and community needs
7. Proven ability to work independently and as part of a team
8. Current driver's license and comprehensively insured vehicle
9. A willingness to undertake a criminal record check and a Working with Children check

Desirable

1. Working knowledge of local human services network
2. Proven experience and understanding of working with NSW Family Community Services (FaCS) and supporting families who are involved in the child protection system