

POSITION DESCRIPTION

Title

TITLE	Coordinator – Community Detention Families
LOCATION	Romero
CLASSIFICATION	Level 6
REPORTING RELATIONSHIP/S	Manager - Multicultural Advocacy and Community Development

OUR PURPOSE AND VALUES

Mercy Family Services exists to empower and strengthen disadvantaged and vulnerable children, young people and families in a society that is inequitable, diverse and changing.

We do this by delivering quality innovative services so that children, young people and families feel valued, connected, strengthened and have hope for the future.

Our Values underpin all responsibilities of this position, and are based on the ethos and mission of the Sisters of Mercy Brisbane and are in alignment with Catholic Social Teachings.

Hope in each person

Social Justice for all people

Safety in all our actions

Respect for each person

Excellence for the benefit of all.

POSITION PURPOSE

This role is responsible for managing and coordinating the delivery of casework services to families under the Community Detention program. The position will contribute towards a safe and supportive environment, to ensure that the needs of people in the program are met and to lead an effective, competent and motivated team.

KEY PERFORMANCE REQUIREMENTS

1. Service Delivery

- Develop, implement and review culturally supportive care plans and monitor implementation of care plans for all clients
- Coordinate creative and targeted therapeutic interventions to respond to the specific needs of clients identified in the assessment and planning process.
- Develop and implement care plans that respond to the expressed needs of clients for stable accommodation, life skills and positive relationships with family members
- Assist with planning for children and young people's future through engagement in education as appropriate
- Collect and record appropriate service and financial data.
- Ensure all legal requirements, activities and documentation comply with legislation and policy directives.
- Report to the Red Cross on the current status of families as required
- Provide reports regarding significant program matters as required by the Red Cross
- Work holistically and sensitively with the carers of children and young people to support them in their parenting roles and to access community resources which enable them to parent their own children effectively. Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.

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	<ul style="list-style-type: none"> • Work as an effective team member in accordance with Mercy Family Services mission, purpose and values.
<p>2. Human Resources (Line Managers Only)</p>	<ul style="list-style-type: none"> • Lead, mentor, support and supervise staff and role model MFS values and frameworks. • Perform day-to-day and formal evidenced-based supervision for direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Facilitate the professional development and performance appraisal of direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Participate in the recruitment and selection processes for all program vacancies in line with organisational procedures. • Ensure staff obtain and maintain personal history checks and drivers license in line with organisational and legislative requirements. • Facilitate effective induction processes, including probation review process and training for all direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Conduct regular staff meetings in line with MFS requirements. • Participate in counselling and discipline processes in consultation with the Manager Multicultural Advocacy and Community Development and HR Consultant.
<p>3. Documentation, Quality Systems & Continuous Improvement</p>	<ul style="list-style-type: none"> • Comply with all Mercy Family Services policy and procedures. • Perform duties in accordance with organisational requirements. • Ensure documentation is created, stored and archived in line with organisational requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved, in consultation with the Manager - Multicultural Advocacy and Community Development • Assist with the release of personal, private or confidential information in line with the MFS Privacy Policy, privacy legislation and the Child Protection Act, and in consultation with the Manager - Multicultural Advocacy and Community Development • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MFS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
<p>4. Workplace Health & Safety</p>	<ul style="list-style-type: none"> • Adhere to safe work practices at all times. • Implement systems to ensure a safe workplace for all staff and members of the public. • Report incidents and hazards immediately, in line with organisational procedures. • Take immediate action to address identified/reported workplace health and safety matters in line with the hierarchy of controls/organisational requirements.



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5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular professional supervision sessions. • Other activities as directed.
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POSITION REQUIREMENTS	
Required to have	Beneficial to have
<ul style="list-style-type: none"> • Possession of a degree in Social Work, Psychology, Human Services or similar qualifications. • Demonstrated senior level experience in social work, human services or similar background. • Demonstrated ability to deliver services to clients from different cultural backgrounds. • Knowledge of, or ability to, communicate in a second language and/or use of interpreters. • Queensland Provisional Green or above Driver's License. • Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required. 	<ul style="list-style-type: none"> • Experience in supervising a team; including rostering, finance administration and conflict resolution. • Knowledge of, connections with or experience working with DIAC or Red Cross.

KEY SELECTION CRITERIA	
1.	Demonstrated ability to work unsupervised with vulnerable young people providing guidance, supervision and support and an understanding of adolescent development, community detention issues and issues facing multicultural young people.
2.	Demonstrated ability to be an effective leader and member of a multi-disciplinary and multicultural team and demonstrated skills in Staff supervision and support.
3.	An understanding of diverse cultures and societies and their issues with a commitment to culturally appropriate engagement and practice.
4.	Demonstrate ability to liaise and network with external stakeholders including multicultural communities.
5.	Demonstrated skills in effective case management and casework.
6.	Willing and able to work within a Christian context and Mercy Family Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____