



JOB DESCRIPTION FORM

POSITION DETAILS

Title: Coordinator, Mary Smith and Outreach Services	Award: Social, Community, Home Care and Disability Services Award 2010 Classification: Crisis Accommodation Level 7 Paypoint 1-3	Date of Currency: October 2022
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Employment Status: Full time 75 hours per fortnight, and participation in after hours on-call roster

Program: Refuge and Outreach Services

Location: Based at Mary Smith Refuge

REPORTING RELATIONSHIPS

Responsible to: Manager of Services

Other Positions Reporting to this Position: Women's Advocates, Refuge Support Workers, Outreach workers, FDV Advocates, Project workers and other staff as funding becomes available, Volunteers.

PURPOSE

Starick is an innovative, client focused organisation working across the continuum of prevention, early intervention, and crisis intervention to address the impacts of Family and Domestic Violence (FDV) and to create safer communities.

Starick provides crisis accommodation, outreach services and holistic support to women and children escaping from FDV. Our services are based in the eastern metropolitan corridor of Perth and include:

- Crisis and accommodation services through our two refuges, Mary Smith and Starick House.
Starick is the lead agency for the eastern metropolitan region Refuge Service System Emergency Response (RSSMER), providing a 24-hour emergency response at Mary Smith refuge for women and children escaping FDV, and works with refuges across the metropolitan area to ensure a coordinated response to women and children at very high risk.
- Outreach Services
- Supported transitional housing
- FDV Advocates based in police stations
- A specialist children's program
- Counselling for women and children
- Prevention and community education

The **Mary Smith and Outreach Services Coordinator** is responsible for coordinating service delivery for Mary Smith Refuge and outreach services. This includes management of:

- day to day operations of Mary Smith refuge.
- the lead agency function for the RSSMER, including coordinating an emergency service response for women and children at imminent and high risk of harm,

coordinating with the lead agencies for the northern and southern corridors and referring agencies, and facilitating coordination between the eastern corridor services.

- place based outreach services including Safer Homes Bayswater, mobile outreach and the FDV Advocate at Cannington and Kensington police stations.

Specific responsibilities include:

1. Management of staff and programs to deliver high quality services to women and children accessing refuge and outreach services.
2. Development and leadership of collaborative, respectful and supportive teams to deliver services in partnership with other teams across Starick's services.
3. Program administration and reporting for Mary Smith Refuge and outreach services.
4. Connecting and collaborating with the broader sector to develop service responses and improve outcomes for women and children impacted by FDV.

DUTIES AND RESPONSIBILITIES

1. Program Leadership and Management

- Ensure that Starick's case management is coordinated, evidence based and supports positive outcomes for women and children.
- Develop and implement support services and programs to meet the needs of clients.
- Day to day decision making, including managing the operations of the refuge, within organisational policy and philosophy.
- Contribute to Starick and sector policy where relevant.
- Participate in the Starick leadership team.

2. Team Leadership for the Delivery of Services

- Support reflective practice and collaboration between staff to provide a high quality service.
- Provide staff and volunteer induction and orientation.
- Provide supervision and performance development opportunities for staff.
- Develop staffing rosters and other staffing arrangements to ensure services are staffed at appropriate levels and in line with program budgets.
- Prepare and actively participate in own supervision sessions and professional development.

3. Program Administration and Reporting

- Provide input into strategic, operational and risk management planning.
- Provide input into organisational policies and procedures.
- Monitor operational budgets.
- Ensure compliance with funding agreements and legal responsibilities.
- Ensure data and reporting is accurate and adhered to, and reporting timelines are met.

4. Promotion and Liaison

- Strengthen links with local community, government, and non-government services to ensure appropriate resources for clients and programs, and to promote the work of Starick.
- Promote community awareness and understanding of FDV and its impact on women and children, including families from Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse backgrounds.
- Support fundraising activities in order to develop Starick's service delivery

5. Operational

- Provide an after-hours on-call response by roster and as required to support staff and respond to critical or emergency situations.
- Responsible for workplace health and safety for staff.
- Carry out other duties as directed by the Manager of Services.

SELECTION CRITERIA**Essential**

1. High level skills and knowledge in FDV and/or homelessness, and the provision of support and services to women and children in crisis.
2. Demonstrated experience in managing staff and building strong and collaborative staff teams.
3. Knowledge of the FDV sector and/or social services system.
4. Demonstrated experience of working with clients in a case management framework to achieve positive outcomes, including facilitating coordinated case management across teams.
5. Excellent written and verbal communication skills, including report writing skills.
6. Experience in collection and analysis of service data.
7. Demonstrated ability to manage stakeholder relationships and work collaboratively with other services and networks.

Desirable

1. Demonstrated facilitation and group work skills.
2. Relevant tertiary degree or post secondary qualification in human services.
3. Experience in the development of programs and service delivery responses for people experiencing disadvantage or crisis.
4. Current C Class Driver's License.

Documents required

- National Police Certificate.
- WA Working with Children Check.
- Evidence of 'Right to Work' in Australia

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the position.

CHIEF EXECUTIVE OFFICER:

Date:

As position holder I have noted the statement of the responsibilities, competencies and other requirements as detailed in this document.

POSITION HOLDER NAME:

SIGNATURE:

Date: