

## POSITION DESCRIPTION

<b>Position Title</b>	Coordinator – Family Support		
<b>Team</b>	SETS		
<b>Classification</b>	SCHADS Level 4	<b>Employment Status</b>	Part Time, 1 year
<b>Position reports to</b>	Senior Coordinator – Casework and Engagement (SETS)		
<b>Location</b>	Southeast Melbourne,		
<b>Last revised on</b>	July 2024		

### A. Who We Are

SMRC is a not-for-profit community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs. For 30 years SMRC has supported the settlement of newly arrived refugees and provided community-based services for migrants and refugees through funded in-language social, economic, health and wellbeing programs. SMRC provides a wide range of aged care services, ensuring that older community members have access to care and support that is culturally sensitive, and in-language where required.

SMRC operates a multicultural labour hire service, which provides a culturally sensitive and in-language alternative to in-home care.

The vision of SMRC is to ensure that migrants and refugees are enabled to achieve their goals and aspirations. We exist to support and empower migrants and refugees through our delivery of programs and services that are innovative, inclusive, and impactful.

### B. Role Purpose

This role will work with a caseload of eligible families to identify strengths, mitigate risk factors, increase capacity for resilience and promote positive outcomes. Building Family relationships is the focus of the position.

The coordinator will assess clients and with the involvement of families, develop appropriate case plans providing one-on-one interventions aimed at developing positive family relationships.

This position will work closely with the Settlement Engagement and Transition Support (SETS) team and will be responsible for the delivery of family casework, referral, advocacy, and information to eligible clients in the Cities of Casey and Greater Dandenong and the Shire of Cardinia. This may include providing guidance during emergency situations – i.e., COVID-19, as directed by the SMRC Executive Leadership Team in alignment to legislative and regulatory requirements.

### C. Key Responsibilities

#### SCHADS Award Characteristics of this level –

- Contribute towards establishing work related procedures.
- May be required to supervise various functions within the work area or activities of a complex nature.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity and operational aspects of the work performed.
- Employees require skills in managing time, setting priorities, planning, and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position.

- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

### **Program Management**

- Ensure high-quality casework support is provided to families on a range of family relationship issues.
- Promote the development of positive parent/child relationships by role modelling, education, and practical support.
- Work from various case work approaches to assist families to meet their identified needs.
- Building respectful relationships and parenting skills in the Australian context.
- Provide information, referral, or practical support to address issues affecting the family.
- Ensure the development and implementation of administrative processes, guidelines and systems adhere with the legislative and regulatory obligations that are efficient and effective.
- Monitor, review and evaluate programs to ensure that programs are effective in meeting the needs of participants.
- Ensure timely delivery of reports, milestones, and data, in accordance with funding guidelines.
- Ensure consumer confidentiality is maintained and data is managed and stored in a secure way.
- Support the Senior Coordinator in ensuring all information on data entered can be used for research and analysis.
- To be accountable to the service outcomes and KPIs' with no lesser than 98% and/or as agreed to within each funded services contract.
- Consult and collaborate with SMRC teams, communities, and agencies, to minimise the duplication of services / programs and where applicable, develop through co-design, services / programs that will enhance the economic and social participation of eligible consumers.
- Promote and build positive relationships, through role modelling, practical support and participation in program activities and events.
- Liaise and collaborate with all internal and external stakeholders and develop effective partnerships.
- Support other team members in periods of high demand and during periods of absence.
- To ensure the Operational objectives as per Strategic Plan is executed and achieved as per directions of the Senior Coordinator.

### **People Management**

- Provide support to team members and to work as a team in accordance with the SMRC policies, framework, and Code of Conduct.
- Support in orientation to team members so that they undertake their work in accordance with SMRC's and program priorities.
- Provide supervision to any staff/volunteers reporting to this position.

### **Risk Management**

- Contribute towards identification and management of risks and exposures to ensure compliance with contract and service agreement where applicable and SMRC policy and management processes.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety.
- Contribute to continuous improvement.

### **Community and Agency Relationships**

- Develop and maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.
- Represent SMRC in a professional manner at all networks and events.

#### Finance

- Assist with budget planning.
- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines.

#### General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position.
- Attend compulsory training as per SMRC policy.

### D. Person Specification

#### Qualifications

- Tertiary qualifications in Social Work, Psychology, Social Science or relevant to the industry.
- Relevant demonstrated experience in Family Support and/or Case Management

#### Key Knowledge Areas

- Knowledge and understanding of the issues experienced by people from refugee background
- Knowledge of the impact of migration in the settlement of humanitarian entrants
- Knowledge of case management practise, particularly as it relates to families
- Knowledge of working in a not-for-profit organisation
- Understanding of working in a multicultural workplace
- Ability to write succinct and accurate reports
- Strong interpersonal skills

#### Requirements

- Current Victorian drivers' licence and own vehicle

### E. Key Selection Criteria

#### Essential capabilities

#### Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.

- Taking responsibility - Delegates to develop staff or volunteers and accepts responsibilities for actions of staff / volunteers under authority.
- Work Planning - Participates in regular supervision meetings with Manager to ensure that the work objectives are consistent with this position description and organisational objectives.

#### **Communication**

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/ members and colleagues.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

#### **Teamwork**

- Support productive working relationships and work-life balance.
- Openly shares information, participates, and contributes to team discussions.

#### **Change and responsiveness.**

- Change Management - Supports change management processes.
- Maintains a positive approach to change and adapts to new or different ways of working.

#### **Program Management**

- To work as team in the delivery of high-quality services.
- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.
- Contract management - Monitors contracts and checks that contractual obligations of both parties are met.

#### **Governance and compliance**

- Manages own risk and ensures that risks are identified and reported in own work context.
- Continuous Improvement – Contribute to a practice of Continuous Improvement in all areas of work.

#### **Special capabilities**

##### **Community and inter-agency relations**

- Develop partnerships and work collaboratively with other organisations according to SMRC operational plan.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations.

##### **Service Delivery**

- Ensure high quality service delivery across all areas.
- Client confidentiality and dignity – Understands systems and policies for protection of client Confidentiality.

#### F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

#### G. Staff reporting to this position

None

#### H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award and are required to follow common conditions of employment.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and SMRC Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values - Integrity, Compassion, Accountability, Respect, Excellence.

## I. Important Information

SMRC offers:

**Salary Sacrifice:** Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

**Christmas break:** SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

**Professional Development:** Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following:

- Current COVID-19 Vaccination Status
- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at [www.smrc.org.au](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto:hr@smrc.org.au).

## J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date: