



POSITION DESCRIPTION

FAMILY SERVICES AND YOUNG PARENTS COORDINATOR

Department:	Special Works, Canberra, ACT
Reports to:	Manager, Special Works
Direct reports:	Multiple
Classification:	Level 7.1
Employment type:	Full-time
Employment status:	Fixed-term (3 years), with 6 month probation
Hours of work:	38 hours per week - Monday to Friday Limited after hours or weekends

Our Organisation

The St Vincent de Paul Society Canberra/Goulburn (Society) has been serving the local community since 1924. We are a charity based, not for profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting peoples' dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people—members, volunteers and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, through to Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

To deliver on this commitment to the community the Society needs a broad range of skills within its employed workforce and provides professionals across a whole range of areas of expertise the opportunity to give back to the community whilst still building on their career.

The Society employs more than 160 people across ACT and NSW in all kinds of roles, from social workers, health experts, retail store managers and corporate employees. As a charitable organisation the Society not only offers competitive industry related salaries, it also offers salary packaging to all employees.

Along with giving a "hand up" to those in need, salary packaging is one of the other many benefits of working in the community sector. These packaging arrangements provide our employees with financial benefits over and above their base salary; ultimately it means the real value of your salary package can be significantly higher than the nominal value#. Ask us for more details.

#Note the amount may vary depending on each individuals own financial circumstance and you should seek your own independent advice.

The Society also supports professional development and has policies in place to make sure that your career keeps growing while you're working with us. What's more, we believe in families, so we like to provide a family-friendly environment in which to work.

Our Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

Area of Work

Working within the area of Special Works the Family Services and Young Parents Program assists families and young parents who are currently experiencing or are at risk of homelessness. The program aims to address the underlying causes of homelessness by working with and supporting people to develop long term and sustainable goals for their family and home environment.

Your Opportunity

As Coordinator Family Services and Young Parents Program you will oversee and drive the delivery of high quality case management and support to families and young parents who are homeless or at risk of homelessness. This role actively represents the Society and involves significant stakeholder management, collaborating with government agencies, community groups in the advocacy of this program. An essential element of leading the team will be your focus on their professional development and mental wellbeing.

Your Key Duties and Responsibilities

As the Coordinator Family Services and Young Parents Program you will be responsible for:

- The management and operational leadership of the provision of timely and quality services to the people the Society assists, ensuring the service clearly supports the provision of crisis and transitional accommodation to eligible people.
- Leading, coaching and managing employees to utilise best practice that delivers a consistent, holistic and solution-based service which is relevant to participant's circumstances and program guidelines.
- Building strategic and positive working relationships with all key stakeholders related to the programs- both internal and external, from the Society, community, and government arenas.
- Leading the strategic initiation of continuous business improvement of the services offered by Family Services and Young Parents program to ensuring it meets current and emerging needs, ensuring the achievement of national best practice, standards, and in line with the values and purpose of the Society.
- Taking a leadership role in implementation of quality control procedures and accreditation requirements, clearly supporting the goals of the Society, in accordance with relevant government, legislative and funding guidelines.
- Ensuring (as required) the provision of quality, appropriate and factual content for the Society 'intranet' and external communications.
- Ensuring that cross program support is provided and utilised to improve the value chain of the Society and any new initiatives.

"I love that the work that I do. It makes a difference in the lives of so many other people" – Employee

- Other duties as directed.

Your Performance Indicators

Your contribution to the Society will be measured by your:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically your contribution to the delivery of a high quality Family Services and Young Parents program, including:
 - Leading the achievement of the required contract outcomes/obligations as outlined under the program including providing high level advice to executive to support the ongoing delivery and expansion of this program.
 - Building and maintaining productive strategic and working relationships with government funding providers that lead to continuity of funding and opportunities including the recognition of a quality program that supports the Society in achieving increased program funding.
- Commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.
- Contribution to inspiring, motivating and building the commitment and dedication of high performing and collaborative teams including your focus on actively working to build and develop positive working relationships with employees, suppliers, members, volunteers and companions.
- Focus and activities to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice.
- Ability to deliver against agreed operational plans, developed collaboratively with your Manager and critical to the long term goals and financial sustainability of the Society. Including achieving optimal financial and budgetary management and ensuring funding opportunities are explored to provide long term financial sustainability for the program.
- Quality maintenance of records ensuring they are up-to-date and accessible that facilitates efficient functioning of the program and society and meets legal and governance requirements, in line with the organisations recording keeping policies and procedures..

Your Knowledge, Experience, Expertise and Personal Attributes

To be successful in the role you will be required to have:

- Qualification of Certificate IV in Community Development/Sector or higher (Highly Desirable) and proven relevant experience in the field and/or extensive and deep expertise in a similar or related role.
- Demonstrated understanding of crisis and long-term needs of people who are homeless or at risk of homelessness, the contributing factors and impacts of domestic and family violence and the

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appropriate reporting, compliance, and behaviours needed when working with families, children and youth at risk.

- Have the proven ability to lead people and teams as well as work independently, contributing effectively to achieve organisational goals, having a high attention to detail, with an ability to identify issues and propose solutions and be focused on achieving practical and meaningful outcomes.
- Show evidence of a proven ability or clear capability to look beyond immediate workplace requirements and provide practical “hands on” advice on strategies and policies to achieve effective program delivery.
- Have a measured and confident approach that wins trust from management, employees and volunteers in terms of subject expertise, working collaboratively with proven negotiation and influencing skills.
- Have the ability to communicate with people at all levels of the organisation in a manner that wins rapport and confidence in the nature of the advice and conveys genuine concern for the wellbeing of both the individual and the organisation. This includes strong interpersonal, communication and relationship building skills with ability to consult and provide advice to all levels of the organisation including strong report writing skills.
- Proven experience planning, implementing and managing effective processes and projects, and demonstrated success in providing advice to leaders and managers including guiding people and business decisions.
- High level of proficiency in the use of technology (Microsoft Suite) along with demonstrated experience in the operational use of human resource management information system software packages.

Your Eligibility

To be eligible for employment at the Society applicants:

- a. must hold working rights in Australia;
- b. offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.