



Elizabeth Morgan House Aboriginal Women's Services Inc.

Refuge Co-Coordinator- Position Description

Date:	
Position Title:	Refuge Co-Ordinator
Location:	EMH Refuge
Manager:	General Manager
Status:	1 Year Contract
Hours:	Full Time
Award:	Social, Community, Home Care and Disability Services Industry Awards 2010 (SCHDSI)
Exemption:	Exemption under section 28 of the Equal Opportunity Act 2010 to employ Aboriginal women only for Women's Services Programs

Elizabeth Morgan House Aboriginal Women's Service is a peak body in Victoria for Aboriginal women and family violence. We are proudly a community controlled organisation and we strive to take direction and work consultatively with the community in all aspects of our services. Central to all aspects of our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women. We aim to provide safe, secure accommodation, support and counselling services to Aboriginal women and their children experiencing family violence

EMH provides a range of support services to Aboriginal women and children experiencing family violence from crisis to recovery programs. Our service comprises of:

- Peak body for Victoria – advising Peak Aboriginal Organisation, Government and NGO sector on issues affecting Aboriginal Women and families
- Policy, research and advocacy in issues relating to Aboriginal women and families living in Victoria
- High security women's refuge – crisis accommodation services, intensive case-management, support and advocacy
- Outreach services - crisis and intake service, case management, support and advocacy services and court support
- Family violence housing crisis worker
- After-hours crisis service
- Family violence counselling for women
- Financial counselling
- Training on housing, culturally competency, case management
- Children's Counselling Programs
- Short term projects
- And others as identified

POSITION OBJECTIVE:

The primary function of the Refuge Coordinator is to plan, direct and coordinate the operations of the refuge. The Refuge Coordinator is responsible for ensuring and improving the performance, efficiency of departmental and refuge operations through the provision of effective methods and strategies.

ROLE CONTEXT:

The Refuge Manager will be responsible for the management of the Crisis Accommodation Support (Women's Refuge), as well as the information and compliance of these services.

The Refuge Manager will work with the EMH Executive Management Team, which consists of the Chief Executive Officer, General Manager and Business and Operations Manager. The EMH Executive Management Team consists of a Chief Executive Officer, Manager of business and Operations and Service Delivery Manager. The Executive Teams role is to work collaboratively to develop and advances the aims of EMH and provide holistic and effective services to Aboriginal families.

Some of the primary duties of the Refuge Co-Ordinator include the monitoring and management of:

- Developing, managing and monitoring of the EMH Direct Service policies and procedures that relate to the refuge;
- Data collection and reporting;
- Program and practice planning, reviews and evaluations;
- Undertaking and management of staff supervision model (including direct staff supervision & de-briefing) as well as performance plans and reviews;
- Maintain and monitor appropriate standards and accreditation that relate to the refuge;
- Maintaining effective communication strategies which include representing EMH at the relevant networks, steering groups and forums;
- Monitoring and maintaining the budget of EMH to the refuge, assist with annual budgeting; and
- Maintenance and development of an Integrated Family Violence best practice framework, which include the practice processes and systems and policies and procedures.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

KEY RESULT AREA	MAJOR ACTIVITIES
<i>Service Delivery</i>	<ul style="list-style-type: none"> • Manage, support and co-ordinate the operations of the organisations funded services and programs and the organisations 24-hour family violence crisis Supported accommodation service • Enable and support the provision of the 24-hour on call crisis accommodation service. • Manage and coordinate staff and relevant other agencies to case management best practice • Support the General Manger to provide consultation and advice to other professionals and support team members to provide efficient and effective service delivery to both clients and other agencies • Participate in community education and information provision to other service provider / networks as directed • Other duties as directed.
<i>Resource and Administration Management:</i>	<ul style="list-style-type: none"> • Implement service delivery programs to ensure sustainable and optimum service delivery and performance. • Other duties as directed.

KEY RESULT AREA	MAJOR ACTIVITIES
	<ul style="list-style-type: none"> • Ensure continuous improvement in all areas using appropriate accreditation and family violence frameworks. • Manage and review organizations standards and processes of document management. • Manage and maintain organizations family violence services documents and templates. • Ensure direct service staff are adhering to organizations requirements of document management systems and processes (including use of templates and forms). • Implement the organizations client filing system in line with privacy and confidentiality laws. • Manage the maintenance of timely accurate statistical data as required by organization, including DHS (IRIS) and SHIP and SHOR and other databased to enable EMH to report to DHHS and other funding agencies to ensure ongoing funding. • Enhance service delivery practice by encouraging a focus on continuous improvement in direct services through management of the policies and procedures manual. • Ensure that appropriate clinical risk management strategies are implemented. • Manage and maintain quality improvement programs and other activities that meet service/accreditation standards. • Maintain knowledge of all relevant external legislation and internal policies and procedures that relate to this position and the organization. • Develop, implement and manage data collection and reporting processes. • Lead development and delivery of target compliance & service delivery strategies. • Provide General Manager and Board of Management data reports, information and reports on liaison with government departments relating to funded services. • Assist in leading the organisation with new and innovative service delivery programs and practice. • Provide and keep organisation updated on performance, compliance and trends in the service and sector. • Ensure EMH is represented and engaged in the funded North / West Integrated Family Violence Partnership and other key relationships/partnerships as directed by compliance requirements and the General Manager. • Coordinate, and report to General Manager the organizations progress in maintain accreditation. • Other duties as directed.

KEY RESULT AREA	MAJOR ACTIVITIES
Staff Management & Support	<ul style="list-style-type: none"> • Manage and undertake supervision of the 24 hour family violence crisis Supported accommodation service. • Develop and implement team clinical supervision programs. • Encourage peer support systems to operate effectively. • Pro-actively addressing issues of competence and promote good practice and initiative of direct service staff. • Other duties as directed.

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in a relevant social work or community development discipline, or equivalent experience;
- Demonstrated knowledge of the Culture and kinship networks of the Aboriginal people;
- A demonstrated understanding of the cultural and specific needs of Aboriginal families;
- Experience and demonstrated ability in, providing high quality crises intervention support, case-management within a family violence framework and advocacy for women and children
- Experience and ability to work within a rotating rostered shift, including weekends;
- Demonstrated ability to observe and adhere to the operations and obligations of refuge and/or workplace within the Family Violence sector;
- Excellent communication skills, including the ability to communicate and liaise effectively across a wide range of Indigenous and non-Indigenous agencies, services and community health services;
- Knowledge and understanding of data targets and reporting mechanisms within the family violence and SAAP funded sectors, including both SHIP and SHOR and IRIS data reporting systems
- Full current license to drive a motor vehicle in Victoria;
- Current Working with Children Check; and
- Certificate of National Police check.

Desirable:

Knowledge and experience in Family Violence

OTHER RELEVANT INFORMATION

- EMH respects and values diversity, and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational practices and in the programs we deliver and this commitment is reflected in all of our processes and policies, including recruitment and selection.
- Current Holder of a National Police Check, Australian Drivers Licence and WWCC.
- Willing for EMH to undertake a Probity check on your employment history and qualifications.
- You will need to disclose any pre-existing illness or injury you know about which could be affected by the described work duties. Under section 82 (7) of the Accident Compensation Act, failure to disclose such a pre-existing illness or injury will mean that, if employed, you will not be paid compensation for that condition.

THIS IS AN IDENTIFIED POSITION

Exemption under section 28 of the Equal Opportunity Act 2010 to employ Aboriginal women only for Women's Services Programs

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position, for assessment by you and/or your medical practitioner.

ELEMENT	KEY ACTIVITY	FREQUENCY
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Daily
	Work in unstructured environments (e.g. outreach).	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Occasional
	Liaise with government, non-government and community organisations	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analyzing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional