

POSITION DESCRIPTION



POSITION TITLE	Coordinator, Domestic and Family Violence Programs
REPORTING TO	General Manager, Eastern Regions
DEPARTMENT	Service Delivery
DIRECT REPORTS	Specialist Domestic and Family Violence Case Workers and Trainee Case Worker, Domestic and Family Violence
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION	Social and Community Services Level 5

THE ROLE

The Coordinator, Domestic and Family Violence (DFV) Programs based in Nowra, is responsible for the effective coordination of DFV programs located primarily in the Shoalhaven. Working closely with the General Manager and service delivery teams, the Coordinator, DFV leads continuous improvement processes to ensure safe, trauma informed client services, including case management and care coordination. The Coordinator, DFV will also maintain a small, active caseload to support service delivery and model best practice.

KEY RESPONSIBILITIES

Duties

- Manage a team of specialist DFV caseworkers including managing remotely
- Maintain and regularly review implementation of the case management framework including quality control of case management and specialist family violence practice with a focus on intersectional feminist, trauma informed and strength-based practice
- Provide a mentoring and leadership role to employees on best practice, trauma informed case management including through supervision meetings, group training and one-to-one support
- Work with the team to ensure the quality and integrity of data and data collection practices including preparing reports as required
- Manage, monitor and review contracts, funding and service agreements, ensuring program targets are met
- In collaboration with the General Manager plan and manage resources to achieve a balanced budget
- Comply with all organisational policies and procedures, ensure team compliance and assist in informing the review and development of relevant policies
- Promote good working relationships and strategic networks with community service agencies and funding bodies as requested by the General Manager
- Apply specific workplace communication techniques to establish rapport, exchange information and facilitate the resolution of any issues with staff, clients and colleagues as required
- Follow health, safety and security procedures and incorporate safe work practices into all workplace activities
- Other tasks as assigned

POSITION DESCRIPTION



Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Set exceptional standards with a focus on continuous improvement
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Relevant tertiary qualifications in Social Work, Psychology and/or extensive experience coordinating DFV services.
- Strong knowledge of DFV program requirements, with hands-on experience in leading trauma-informed, strengths-based case management to support client safety and outcomes
- Inclusive leader with strong interpersonal and listening skills, committed to building trust, collaboration, and empowered teams.
- Experience building partnerships to enhance service delivery.
- Strong stakeholder management and contribution to tender and funding submissions.
- Self-motivated, results-driven, and committed to continuous improvement and integrity.
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries

ROLE REQUIREMENTS

Please note that this role requires the team member to hold, or be willing to obtain, the following:

- A valid National Police Check
- A state-based Working with Children Check
- A current Driver's License
- Completion of a medical declaration

At YWCA Australia, we live our values every day

