CatholicCare NT Role Description

Position Title	DFSV Safe House Coordinator
Position Number	CC2550
Salary	Base Salary SCHADS Grade 6 Plus superannuation, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week
Location	Darwin Region
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

The Nauiyu Safe House and Milikapiti Family Safe House provide safe and secure accommodation for victims of domestic family and sexual violence (DFSV) so that their immediate needs are met, and their risk of immediate harm is reduced. The Safe Houses support victim survivors and family members, including children, through accommodation, risk assessment, safety planning, referrals, client advocacy, case management and other immediate support. Wellbeing services are also provided to support future safety and recovery, address the effects of trauma, reduce isolation and support emotional and physical health.

2. Purpose of the Position

The DFSV Safe House Coordinator is responsible for overseeing the two Safe Houses, ensuring services provided are culturally appropriate and trauma informed, and that local staff are skilled and confident in supporting participants and the services are responsive to community needs. The position is considered a practice expert to support both place-based team leaders and regional adult and children wellbeing workers.

3. Organisational Relationships

Exercises a degree of autonomy and reports to the designated supervisor as per the CCNT organisational chart.

May manage a work area/ medium organisation or multi-worksite organisation.

4. SCHADS Grade 6 Characteristics

- Operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Scope to influence the operational activities of the organisation and would require incumbent to be involved with establishing operational procedures, which impact upon the organisation and/or the sections of the community served by it.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.

- Involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees.
- May be required to negotiate matters on behalf of the organisation.
- Responsibility for decision-making in the particular work area and the provision of expert advice.
- Provide consultation and assistance relevant to the workplace.
- Set outcomes for the work areas for which they are responsible to achieve the objectives of the organisation.
- May be required to undertake the control and co-ordination of a program, project and/or significant work area, which requires a good understanding of the long-term goals of the organisation.
- Exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.
- Positions at this grade may be identified by:
  - impact of activities undertaken or achievement of stated outcomes or objectives for the workplace;
  - the level of responsibility for decision-making;
  - the exercise of judgment;
  - delegated authority;
  - and the provision of expert advice.
- Managing time is essential so outcomes can be achieved.
- High level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Will be required to understand and implement effective staff management and personnel practices.

5. Key Responsibilities and Performance Standards

5.1 Lead an integrated team and provide direct service delivery when required

- Guide and support place-based and outreach staff to deliver high quality, responsive DFV informed services, in line with the needs of the community and contractual obligations, including practice supervision, training, and mentoring
- regularly review and update policies and procedures to ensure participant services and Safe House activities are person-centred, culturally appropriate, DFV informed and responsive to the needs of community
- foster a team culture based on respectful communication, collaboration, and continuous learning
- manage on-call roster for out of hours phone support to place based staff
- manage Flexible Support Packages including distribution, stock management and reporting.
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic

- accountable for safety and risk management processes
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements
- utilise applicable databases to monitor and record staff information and implement organisational HR policies and procedures
- provide back-up place-based operational support to both sites to backfill planned leave or unexpected absences

5.2 DFV projects and support

- Provide Secretarial support to the Top End Safe House Network (TESH) to ensure ongoing support and collaboration for DFV services in Remote Communities
- lead internal implementation and alignment of CCNT policies and procedures to the NTG's DFV Risk Assessment and Management Framework (RAMF) for both DFV specific and universal services
- provide support and guidance to ensure staff deliver high quality, responsive support, case work and services, in line with contractual obligations, mandatory reporting legislation, and the needs of the community
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic
- develop and monitor best practice, evidence-based services to inform strengths-based client work, program delivery and reporting to funding bodies
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements
- foster a cohesive team culture based in accountability, respect, reflection, and innovation
- undertake community consultation, provide and implement recommendations regarding dual gendered use of Milikapiti Family Safe House

5.3 Ensure data integrity

- Monitor and determine standards of data entry in line with program and organisational requirements in SHIP
- enter accurate data and case notes in line with program requirements and setting the team standard
- conduct regular audits of client sessions, session notes, and planning, using the Client Record Monitoring Checklist, and providing feedback to staff in supervision
- communicate and implement updates to CSnet® practices, as directed
- provide timely reports and feedback to the relevant Program Manager and Contracts Team when requested, consistent with contractual reporting agreements
- lead implementation of quantitative and qualitative evaluation methods

5.4 Support high quality HR processes

- participate in the recruitment, interview, induction, and training of local staff

- provide high quality 12-week program induction, appraisal, mentoring, guidance, role modelling and performance management processes
- identify and action staff training, learning and development needs and supporting and review Employee Development Plans
- monitor and authorise staff movements, including leave applications, using HR3
- Monitor and determine standards of data entry in line with program and organisational requirements in SHIP
- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities

5.5 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

6. Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

7. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

8. Work Conditions

In this role, you will regularly work with participants who have experienced, or are currently experiencing, domestic and family violence, child abuse, other forms of violence and threats of harm.

The work may involve hearing distressing disclosures, managing safety concerns and working within mandatory reporting and safeguarding frameworks.

The Safe House Coordinator is located in a busy, open office. The role requires remote outreach which includes regular travel to remote communities, travel in light aircraft, basic accommodation and some weekend work. This position may include some after hours, public holidays and weekend work, on an on-call (phone only) roster which is compensated according to the appropriate SCHADS conditions. Any other after hours travel or work is balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

9. Selection Criteria

1) Prerequisites:
   (i) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience;
   (ii) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or
2) Previous experience in managing Safe Houses or similar crisis accommodation services, preferably in remote communities, with the ability to make sound decisions under pressure, and ensure the safety and wellbeing of participants and staff.
3) Proven ability to provide effective practice supervision, training and support to remote place-based staff.
4) Excellent communication, interpersonal, and collaboration skills, including strong data collection and report writing skills to prepare comprehensive and accurate reports on service activities, outcomes, and statistical data Demonstrated cultural competency, particularly in working with Indigenous people
5) Ability to work with Aboriginal communities, respecting cultural differences and implementing inclusive practices within the safe house

10. Special Conditions

1) Must be an Australian Citizen or have unlimited work rights within Australia.
2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
3) Valid NT Drivers Licence and Ochre Card.
4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to you employment commencement date. The outcome of the initial screening check must be satisfactory.
6) This position is classified as an essential worker
7) Six-month probation period.

8) Non-smoking working environment.
9) The contact details of at least two referees are required.
10) Evidence of qualification attainment will be required.
11) Aboriginal people are strongly encouraged to apply.