

POSITION DESCRIPTION



JOB TITLE: Coordinator, Domestic and Family Violence Programs

REPORTING TO: Regional Manager, Western NSW and Metro Sydney

DEPARTMENT: Service Delivery

LOCATION: Western and Southern NSW

THE ROLE: The Coordinator, Domestic and Family Violence Programs is accountable to the Regional Manager for the effective and efficient coordination of domestic and family violence programs located primarily in the Southern Highlands and Shoalhaven regions.

The Coordinator will work with the Regional Manager and service delivery team to drive change and continuous improvement processes to ensure the delivery of safe, effective trauma informed client services, including case management and care coordination.

YWCA VISION: A future where gender equality is a reality.

YWCA PURPOSE: Making young women's leadership and women's housing our priority for gender equity in Australia.

It is a requirement that the job holder fully complies with, promotes and lives

YWCA's Core Values:

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

- Manage a team of specialist domestic and family violence caseworkers including managing remotely.
- Maintain and regularly review the case management framework covering data control, case management and case planning with a focus on trauma informed and strength based practices.
- 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.
- Manage all critical situations within domestic and family violence programs and maintain safety of all clients and staff within these programs.

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- 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 Regional 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 Regional 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 predetermined health, safety and security procedures and incorporate safe work practices into all workplace activities.
- Undertake other tasks as assigned by the manager.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Social Work or Psychology and/or extensive experience in the coordination of domestic and family violence programs and/or services.
- Demonstrated ability to apply an extensive understanding of the requirements necessary to coordinate domestic and family violence programs in the non-government organisation sector.
- Experience in providing regular supervision and support to staff using trauma informed, strengths based reflective practice to build autonomy and resilience.
- Experience working as part of a team to develop, implement and monitor key performance targets and reporting requirements to the required standard.
- Previous experience establishing, building and maintaining strategic networks with external providers and potential funding bodies to improve service delivery and enhance collaborative working relationships.
- Ability to review, develop and implement organisational policies, guidelines and procedures in accordance with strategic planning principles, priorities and legislative requirements.
- Demonstrated experience managing stakeholders and contributing to tender and funding submissions as required.
- Hold a valid NSW Driver's License and a valid NSW working with children check.
- Strong supporter of Women's Rights and willing to push the boundaries.
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.

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- Results focused, self-motivated and a self-starter who goes above and beyond.
- Doesn't settle, strives for continuous improvement and has a high level of integrity.