



ACCESS
Health & Community

sharc
Self Help Addiction Resource Centre



inspiro
community

Employee Position Description

Position Details			
Position Title: Program Coordinator		Department: Northeast Family and Carer-led Centre	Agreement: Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Reports To: Manager, Family and Carer-led Centre		Location: Family and Carer-led Hub (Ivanhoe) - with requirement to work at Family and Carer-led Satellite Sites (Northeast region)	
Direct Reports: Volunteers		Employment Status: Permanent: Full-time	Classification: SCHADS Level 5
Position Primary Purpose			
<p>Position summary:</p> <p>The Family and Carer-led Centre (FCLC) Program Coordinator will be responsible for coordinating a range of activities offered at the FCLC that are both worker and volunteer led. These include peer and psychoeducational groups, workshops, and information sessions that reflect knowledge and understanding of mental health and/or substance use challenges, as well as family/carer resilience, self-care and wellbeing. This role involves assisting with volunteer recruitment and training and the ongoing support of volunteers at satellite sites. The Program Coordinator works closely and collaboratively with FCLC staff to deliver services that are welcoming, responsive, and flexible for families, carers and supporters.</p> <p>The Program Coordinator will use their own lived/living experience as a family member, carer or supporter of someone with mental health and /or substance use challenges to provide a safe, welcoming and compassionate environment for families, carers and supporters to feel supported, listened to, and understood. Supported by the Lived/Living Experience Practice Lead and Manager, FCLC, the Program Coordinator will source and support volunteers who can provide a safe, welcoming and compassionate environment for families to feel supported, listened to, and understood.</p>			
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. The Northeast Family and Carer-led Centre employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i>			
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The key components of the role include:

- Developing and implementing a schedule for group programs, including local event promotion, rostering and coordination.
- Sourcing and supporting a team of volunteers whose work may include a range of activities from “front of house” meet and greet duties, answering a support line, or facilitating group programs.
- Participating in professional development, supervision and reflective practice.
- Representing the FCLC in local, regional and statewide networks, forums and presentations as appropriate.

Decision Making Authority	Key Relationships
Decisions in line with the Access HC (as consortium lead) Delegation of Authority Policy	Internal Family and Carer-led Centre (FCLC) staff including: <ul style="list-style-type: none">• Family and Carer Peer Workers, Social Workers, Family Therapists and volunteers• Team Leader –Family and Carer-led Centre• Lived/Living Experience Practice Lead• Manager- Family and Carer-led Centre SHARC staff and volunteers including: <ul style="list-style-type: none">• Family Drug and Gambling Help and other programs• Other teams as needed External <ul style="list-style-type: none">• AccessHC, Inspiro and healthAbility• Tandem and other carer support services• Other FCLCs• Other family and carer support organisations as needed

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Key Accountabilities	
Focus Areas	Responsibilities
Coordination of Volunteers	<ul style="list-style-type: none"> Recruiting and supporting volunteers to deliver support services within the Northeast Family and Carer-led Centre. Providing timely and effective support (including rostering) for volunteers. Where needed, provide debriefing/support for volunteers, with support from the Manager, FCLC, Team Leaders FCLC and Lived/Living Experience Practice Lead. Providing a supportive environment where volunteers feel valued and appreciated. Participating in and coordinating volunteer activities and promotions, including managing adequate volunteer numbers to meet demands of FCLC activities.
Coordination of group programs	<ul style="list-style-type: none"> Implementing and coordinating a program of support groups, workshops, information sessions and other wellbeing activities for families/carers/supporters at Northeast FCLC sites. Coordination of FCLC venues, rostering of staff/volunteers, local promotion of events, managing logistics and assisting with set up as required. Attending groups as required to support group facilitators Performing various administration duties, which may include maintaining records of group attendance and current group membership, communicating with members from time to time, preparation of meeting topic planners, etc. Being available to work after hours and on weekends when required as agreed with the Manager.
Networking, Liaison and Partnerships	<ul style="list-style-type: none"> Working closely with FCLC staff to provide an accessible and welcoming service for families, carers and supporters. Actively participating and working cooperatively with the multidisciplinary team, partner organisations, FCLC participants, referrers and other stakeholders. Representing FCLC on relevant networks and committees as required in a professional and respectful manner.
Quality, Reporting and Clinical Governance	<ul style="list-style-type: none"> Participating in regular operational (line management) supervision with the Manager and FCLC team meetings Seeking support, debriefing and actively following up challenging or concerning issues, including duty of care concerns with senior staff.

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	<ul style="list-style-type: none"> • Encouraging consumer feedback to the service and implementing continuous improvement initiatives as directed by the leadership team. • Coordinating evaluation and feedback on group programs for continuous improvement initiatives as directed by senior staff. • Ensuring that data collection and reporting requirements are completed to a high standard and in a timely manner.
FCLC Values	<p>Through actions and behaviour, demonstrating the Northeast Family and Carer-led Centre values of:</p> <ul style="list-style-type: none"> • Self-determination • Equity • Collaboration • Respect • Innovation • Community
Governance and Compliance	<ul style="list-style-type: none"> • Acting in accordance with FCLC and Access HC policies, procedures and codes of conduct. • Maintaining updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participating in mandatory training requirements, including induction and ongoing professional development, to support the delivery of safe and effective services.
Workplace Health and Safety	<ul style="list-style-type: none"> • Acting in accordance with FCLC and Access HC, health and safety policies and procedures at all times. <p>Taking reasonable care of own health and safety and that of other people who may be affected by conduct.</p>

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Selection Criteria	
<p>Mandatory Criteria:</p> <ul style="list-style-type: none"> • National Police Check • International Police Check (if lived overseas for more than 12 months) • Working With Children Check • NDIS Worker Screening Check • Driver's Licence <p>Key Selection Criteria</p> <ul style="list-style-type: none"> • Identify as having lived or living experience as a family member/carer of someone with mental health and/or substance use challenges. • Relevant training, qualifications and/or experience in family/carer lived experience roles (such as Intentional Peer Support training, a Cert IV in Peer Support or previous paid/voluntary role in family/carer peer work) is highly desirable. • Demonstrated experience and/or relevant training in program administration, event coordination or program support. • Excellent organisational, time management and prioritisation skills • Previous experience working with and supporting volunteers is highly desirable. 	<p>Key Attributes and Skill Sets</p> <ul style="list-style-type: none"> • High level of cultural sensitivity and awareness, and the ability to work safely and effectively with people from diverse backgrounds, including First Nations, culturally and linguistically diverse and LGBTIQ+ communities. • Commitment to accepting people's differences and to respecting the rights of others to make their own choices. • Excellent communication, listening and engagement skills and commitment to a collaborative, shared care approach. • Demonstrated behaviours consistent with Northeast FCLC values. • Computer literacy, including proficiency in Microsoft programs such as Word and Outlook. • Demonstrated understanding of the key issues affecting families, carers and supporters of people with mental health and/or AOD concerns, and how these may intersect with physical health, gambling, neurodevelopmental conditions, intellectual and physical disabilities. • Demonstrated understanding of recovery-oriented and strengths-based approaches and family-inclusive practice.
Authorisations	
<p>Employee Name: _____</p> <p>Signature: _____</p> <p>Date: / /</p>	<p>Manager Name: _____</p> <p>Signature: _____</p> <p>Date: / /</p>

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