

POSITION DESCRIPTION



POSITION TITLE	Coordinator, Domestic and Family Violence Programs
REPORTING TO	Team Leader, Gendered Violence and Family Programs
DEPARTMENT	Service Delivery
DIRECT REPORT(S)	Case Managers, Domestic and Family Violence Support Worker, Domestic and Family Violence
CLASSIFICATION	SCHADS Level 5

THE ROLE

To lead the delivery of Domestic and Family Violence Centre (DFVC) safe house, Outreach and Keeping Women Safe in Their Homes programs including providing guidance, support and supervision for Case Managers and Support Workers.

KEY RESPONSIBILITIES

- Ensure the DFVC team undertakes intake assessments, CRAT assessments, crisis-intervention, safety planning, and holistic support under the YWCA Case Management, and Service Model and Practice Frameworks, and undertake these duties during times of staff shortage or high demand
- Lead, coordinate and provide supervision for the DFVC team
- In collaboration with the Team Leader, meet the contractual obligations of the funding agreement such as evaluation, data collection and ensuring all organisational reporting requirements are met
- Establish, build and maintain external agency networks and relationships to improve service delivery
- Take part in an on-call after hours roster approximately one week per month
- 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
- Other tasks as assigned

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

- Tertiary qualifications in Community Services, Social Sciences or Social Work (post graduate qualifications are highly desirable)
- Demonstrated experience leading and developing people to build capability
- Experience in a similar role with demonstrated experience in domestic and family violence
- Comprehensive knowledge of the domestic and family violence sector, including legislation, governance, policy, and processes
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills

Current at April 2024

POSITION DESCRIPTION



- Adapts well to and can lead, drive, and advocate change in an organisation
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment (highly desirable)

At YWCA Australia, we live our values every day

