



Albury Wodonga Aboriginal Health Service Ltd

POSITION DESCRIPTION

Position Title :	Dhelk Dja- Family Violence Program Coordinator
Reports to:	Programs Manager
Employment:	As per employment contract
Award :	Contract position under the National Employment Standards
Salary:	As per employment contract

Position Approval Last updated: New position- 4/05/2021	Approved: David Noonan Date: 6/05/2021
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ORGANISATION

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

VISION STATEMENT

We support the Aboriginal community towards a better tomorrow. Our focus is to work alongside you to create generational health change.

POSITION PURPOSE

Working in close collaboration with the Program Manager this coordinator position is integral to the success and ongoing development of the Dhelk Dja Family Violence Program. The role is responsible for the effective co-ordination of the Dhelk Dja Family Violence Program including direct management, consultation and mentoring of staff within the team. The position oversees the effective delivery and review of all practices across the Dhelk Dja program to ensure quality outcomes and service through the implementation of best practice.

RELATIONSHIPS

Supervision

The position reports directly to the Programs Manager.

Internal

Direct management and supervision of all Dhelk Dja employees. The position is the central liaison point for the department within the organisation.

External

The Dhelk Dja- Family Violence Program Coordinator will be expected to liaise with key stakeholders who are involved with Aboriginal issues in the local community. The liaison will also include other local Aboriginal Organisations.

DUTIES OF THE POSITION

Dhelk Dja Program

- Manage the performance and quality outcomes of the Dhelk Dja Program
- Develop and implement policies, procedures and programs connecting to the Dhelk Dja Dhelk Dja: Safe Our Way - Strong Culture, Strong Peoples, Strong Families framework
- Maintain operations within budgetary guidelines
- Maintain currency with legislation and guidelines pertaining to the safe and effective delivery of health services to the Aboriginal community we serve. Thereby assisting to ensure the organisation is kept compliant and all statutory and regulatory obligations are observed.
- Identify growth opportunities for the department
- Identify funding opportunities relevant to area of responsibility
- Utilise best practice principles and practises to ensure quality service to clients

Staff management

- Manage the performance of Dhelk Dja staff
- Develop staff within organisational guidelines
- Facilitate the induction and support of new team members.
- Co-ordinate and approve all leave for all staff within area of responsibility staff
- Management, implementation and review of relevant staff performance appraisals and training needs analysis
- Coordinate/ chair program meetings

Establish and implement 'best practice' principles and practices with staff.

- Review, establish and implement 'best practice' principles and practice.
- Provide direction, leadership and role modelling to ensure the provision of appropriate and effective intake, referral, case review and case management and practice relating to the Dhelk Dja program
- Establish and coordinate a cohesive and responsive model of professional supervision and debriefing, including individual and peer supervision.
- Review, support and monitor all case coordination processes.
- Monitoring of case work and management of workloads.
- Foster a service culture characterised by innovative models of practice, partnership and collaboration.
- Highlight any significant concerns, ethical issues or emergencies arising within the service to the Program Manager, and work collaboratively with colleagues to resolve these.
- Maintain a high standard of practice ensuring that all programs and projects are documented, delivered and evaluated.

Education, Training and Supervision.

- Identify initiatives to enhance the practice and cultural competency of staff and the development of specialised skills.
- Participate in the planning and facilitation of any in-service training and development programs.

Contribute to policy and development and integrated service delivery.

- Responsible for facilitating and supporting internal planning to continue current service improvements relating to the Dhelk Dja Program
- Ensure systems and processes support privacy and confidentiality of all records and case notes.

- Participate in the planning, implementation and review of data systems to inform effective planning and reporting.
- Contribute to strategic and operational planning at the organisational level as required.

Department planning and reporting

- Provide monthly reports to the Program Manager
- Actively involved in the planning, needs assessment, development and operational management of the department.
- Work within a risk reduction framework

General

- Implement, promote and enforce policies and procedures within the Dhelk Dja Program
- Active member of the Social Emotional Wellbeing team
- Represent AWAHS on external committees/ forums as directed by the Program Manager
- Ensure that Continuous Quality Improvement is imbedded in practice.
- Observe monitor and report the safe working practices as part of WH&S.
- Other duties as requested by Program Manager

Administrative

- Maintain accurate client and program records, and statistics as required.
- Submission of reports and documents within required timeframes or as requested.
- Participate in research activities including the compilation of daily and monthly statistics on the services provided as required.
- Participate in the ongoing development and implementation of policies as required.

Professional

- Maintain confidentiality.
- Accept personal responsibility and be accountable for professional practice.
- Participate in performance appraisal and supervision processes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Demonstrate excellent communication skills in recording and reporting information to the multidisciplinary team.
- Actively uphold the AWAHS philosophy, policies and procedures.
- Contribute to the development and maintenance of a supportive environment within the team.
- Participate in the evaluation of the program's services and group activities.
- Work in accordance with the EEO, OH&S, Code of Conduct and safe working practices, policies and procedures of the Albury Wodonga Aboriginal Health Service.
- Participate in quality improvement activities.
- Work as part of a team and actively participate in staff meetings.

ORGANISATION CHART

Refer to the Organisational Chart on the AWAHS website.

SELECTION CRITERIA

- Tertiary qualification in Social Work, Psychology, Human and/or Community Service and or/ extensive experience in Family Violence
- Demonstrated understanding of Family Violence frameworks and guidelines including the Dhelk Dja Dhelk Dja: Safe Our Way- Strong Culture, Strong Peoples, Strong Families guidelines
- Proven experience in the implementation of the principles of Best Practice

- Demonstrated experience in development, management, administration and evaluation of programs
- Proven successful experience in managing staff.
- Current Drivers Licence

EMPLOYMENT PREREQUISITES

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Complete and appropriate for role Health Declaration

DECLARATION

I acknowledge that I have read the Position Description understood its contents and agree to work in accordance with the requirements of the position. I also understand and accept that I must comply with the organisation's policies and procedures including Confidentiality and Code of Ethics during and beyond my employment with Albury Wodonga Aboriginal Health Service Ltd.

Name

Signature Date