



<b>POSITION TITLE:</b>	<b>Hamilton Services Coordinator</b>
<b>POSITION NUMBER:</b>	<b>YS081</b>
<b>POSITION LOCATION:</b>	<b>Hamilton</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 5</b> <b>(Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Engagement Service (Hamilton) – Youth Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check and Working with Children Check</b>

## **OUR ORGANISATION**

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## **ENGAGEMENT SERVICES OVERVIEW**

Brophy Family and Youth Services recognises that a strong responsive access system is central to reducing barriers to service entry and providing clients with a timely response to their requests. The aim is to ensure a “No Wrong Door” approach which facilitates an appropriate service response as early as possible. The Brophy Service Access Model has evolved over time, adapting to changing needs of clients and the organisational structure, size and geographical coverage.

The Engagement Services (Hamilton) Team is a key to ensuring welcoming, safe and quality access to services delivered by Brophy and others in the Hamilton region.

## **PRIMARY PURPOSE OF ROLE**

The Coordinator is responsible for the oversight of operations of the Hamilton Office. This will include developing and providing a quality first point of enquiry to customers to identify presenting needs and assist with information, referral options and links to Brophy programs operating in Hamilton and/or contact with other relevant external agencies.

They will be responsible for developing a customer friendly site, coordinating site meetings; maintaining a profile of Brophy in local networks and reporting key issues to the Executive Leadership Team.

Key strategies to be employed will include:

- Maintaining a register of current internal and external service pathways available in Hamilton;
- Maintaining a database of information requests and outcomes; and
- Development and maintenance of daily operations systems for the Hamilton office.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

## **ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES**

The Coordinator will work under the operational guidance of the Executive Manager – Youth Services for matters relating to the oversight of the Hamilton Office operations and related community engagement. They will liaise with Brophy team members, program workers and established service partnership contacts and maintain professional working relationships in the provision of the Hamilton office to achieve outcomes of the service.

They will utilise where required, access to information and support for clients through the Access and Engagement Team as part of the Health Services Division. The Access and Engagement Team, operate as part of a multi-disciplinary team to facilitate access to and delivery of early intervention health and wellbeing services.

A commitment to deliver excellent customer service to a diverse range of people and presenting enquiries, along with the ability to negotiate, consult and liaise within a multidisciplinary team environment and other partnership contacts is essential to this role.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

## **REPORTS TO**

The position will report to and be managed by the Executive Manager - Youth Services.

## **KEY RESPONSIBILITIES**

### Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally;
- Participate in supervision, and secondary consults within scope of practice and professional development as negotiated with Line Manager;
- Lead and participate actively in Hamilton based team meetings, planning and agency activities to ensure an integrated approach to service delivery at the site;
- Provide mentoring, support and supervision to staff in the Hamilton customer service team that promotes advantaged thinking practices;
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks;
- Participate in the Performance Management process as required; and

- Provide a coordinated response during crisis and stressful incidents and monitor staff wellbeing.

#### Technical Skills

- Develop and provide a welcoming and responsive first point of contact for people, their families, carers and other agencies seeking information and services;
- Develop a response to customer enquiries that provides information and referral to appropriate services, in consultation with the Line Manager;
- Foster a collaborative and positive office environment with staff operating at the Hamilton office;
- Maintain and update a directory of services provided in Hamilton by Brophy and other relevant external agencies;
- Maintain a database of information requests and report outcomes to Executive Management;
- Ensure staff have access to resources and supports required to deliver services in the Hamilton site.
- Ensure access to and compliance with legislation, standards, policies, practices and procedures relevant to the program area; and
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

#### Customer Service

- Promote the Agency's services throughout the region;
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive customer outcomes;
- Demonstrate an awareness and practice in response to the diverse needs of clients; and
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients; and
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Lead a positive team approach across the Hamilton Office, Agency and with other service providers and partners;
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures and consultation with Executive Management;
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives;
- Participate in the development of consumer participation activities within your team and Agency; and
- Undertake other appropriate duties as directed by the Line Manager.

#### Administration and Documentation

- Take responsibility for accurate, confidential and timely record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards;
- Ensure all relevant office planning, documentation; evaluation and reporting are completed in a timely and accurate manner; and
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

## GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures;
- Actively participate in all required supervision, annual performance management process, professional development and training activities;
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards;
- Participate and contribute to the culture of a Learning Organisation environment;
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems;
- Participation in the development of consumer's participation activities relevant to the Hamilton site; and
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### Qualifications:

- A minimum qualification of a relevant Certificate III or higher in Business, Administration or related qualification to the role, and/or experience in working in a community services environment; and
- A current Drivers Licence.

### Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Experience in a related role that demonstrates the skills and competency to operate independently in a rural outreach site, developing and coordinating service access and working with staff in a community service setting;
- A sound understanding of relevant key services, networks and systems operating in Hamilton and the wider south west region;
- High level of organisational and coordination skills in leading an office environment;
- Ability to establish positive, effective working relationships with colleagues, customers, other community agencies;
- A high performer who displays initiative and seeks solutions through a team based approach to achieve program and agency outcomes;
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients; and
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

## AUTHORISED BY

NAME: Kathy Sanderson

POSITION: Executive Manager – Youth Services

DATE: March 2021

**ACCEPTED BY INCUMBENT**

NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_/\_\_\_/\_\_\_