



KORNAR WINMIL YUNTI - KWY

ROLE DESCRIPTION

| 1. Role details | |
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| Job Title | Program Coordinator for Service Delivery |
| Start Date | 11.4.2023 |
| Location | Metro Adelaide |
| Salary | SCHADS Level 6 |
| Job Status | Full-Time |
| Reports to | Senior Manager |
| 2. ROLE CONTEXT | |
| <p>The KWY Program Coordinator is responsible for providing direct support to the Practitioners. The Program Coordinator will work within a multidisciplinary team and provide clinical expertise to staff supporting Aboriginal and Torres Strait Islander people.</p> <p>The Program Coordinator is a highly experienced worker with dedicated leadership skills and will demonstrate a high level of understanding of complex case management. The Program Coordinator is responsible for contributing to improvements in the quality, safety and community needs-driven distribution of services that meet the needs of the families.</p> <p>The Program Coordinator is expected to contribute to broader organisational responsibilities when required. The Program Coordinator is also responsible for the day-to-day liaison with staff and clients relevant to the delivery of the program.</p> <p>The Program Coordinators will oversee a diverse range of programs and ensure the smooth and efficient operations across multiple client services programs. These critical roles require a self-driven individual with extensive experience in the South Australian Child Protection Systems, Domestic Family and Sexual Violence, Homelessness, Education, or disability.</p> | |



The Program Coordinator will play a critical role in coordinating the delivery of services to vulnerable Aboriginal families that require multi-faceted interventions and support. You will be responsible for managing and supervising teams of staff working on various programs, which may be in child protection, domestic and family violence, disability, or education. You will provide ongoing support, supervision, and guidance to team members to ensure the delivery of high-quality programs that provide positive outcomes for clients.

As a Program Coordinator, you will be responsible for leading and managing several teams, providing clinical supervision and reflective practice, facilitating multi – disciplinary and team meetings, ensuring the clinical governance of the programs. In addition, you will work closely with the Senior Manager on assessing and allocating referrals, meeting KPI's, and contributing to reporting, including reporting any emerging issues and trends.

3. ESSENTIAL CRITERIA

To be considered for this role, applicants should have the following qualifications and experience:

1. Tertiary qualifications in Social Work, Psychology, Welfare or related areas.
2. Proven extensive experience in the field of child Protection, Domestic and Family Violence, or social services field, with a minimum of 5 years of relevant experience.
3. Demonstrated knowledge, experience and understanding of working with Aboriginal and Torres Strait Islander families and communities.
4. Strong and proven leadership and people management skills to manage multi-disciplinary teams, able to motivate staff, and delegate tasks effectively.
5. Strong knowledge of administration, communication, consultation, and stakeholder relationship management.
6. Experience delivering case management with people from complex backgrounds.
7. Experience working from a trauma-informed approach, supporting staff to do the same.
8. Experience in proactively responding to internal and external crises and delivering timely and effective solutions.
9. High-level ability to manage staff in a collaborative and supportive way and uphold consistent standards and processes.
10. Demonstrated excellence in leadership including the capacity to lead staff, give direction appropriately, and provide structured supervision.
11. Excellent written and verbal communication skills, including the ability to communicate with internal and external stakeholders effectively.
12. Ability to adapt to changing circumstances and work under pressure to deliver results.



13. Strong IT skills and ability to operate within a paperless business.
14. Must hold a current South Australian drivers licence, be willing and able to drive a work vehicle.
15. Must hold or be willing and able to obtain and keep current, Child Safe Environments Training (Through Their Eyes), DHS Working with Children Check, Working with Vulnerable Person's Check and National Police Check.

4. ROLES AND RESPONSIBILITIES

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| <p>Direct Service Delivery</p> | <ul style="list-style-type: none"> • Work collaboratively with KWY staff and consumer groups and services within the service sector. • Contribute to the leadership of the KWY Aboriginal Workforce and Strategic Groups • Work under the direction of the Senior Manager with the development of relevant programs • Assess risk along with providing case direction and support to staff. • Provide line supervision, and develop professional development plans, provide performance reviews and management plans where required. • Responsible for the day-to-day program operation and reporting issues as they immerge. • Responsible for signing off on staff's time sheet and monitoring staffs hours of work. • Participate in recruitment and the onboarding of staff. • Advocate on behalf of individuals and liaise regularly with other service providers. • Be able to audit and provide support to staff on case noting. |
| <p>Team Member</p> | <ul style="list-style-type: none"> • Sets and maintains high standard of teamwork. • Maintain team boundaries and confidentiality in a professional manner. • Displays a commitment to open communication. • Completes assigned tasks on time and to a high standard. • Takes responsibility for own work. <p>Manages own workload and workflow to achieve the position's purpose</p> |



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| <p>Administration and Record Keeping</p> | <ul style="list-style-type: none"> • Keeps all necessary records in accordance with KWY policies and procedures. • Assists in the production of reports regarding program progress and results. • Prepare for and actively participate in regular supervision sessions and professional development and training. • Collect client data in keeping with professional and organisational standards. • Provide timesheets, travel logbook, worker expenses and other administration data according to organisational policy and procedures. • Work within budget parameters for worker expenses, petty cash, and mobiles phones. • Undertake other administrative and office management tasks as required. • Practice self-care strategies and apply safety procedures in all work practices. |
| <p>Stakeholder Engagement</p> | <ul style="list-style-type: none"> • Attend sector meetings and drive the referral of new client's process. • Build relationships with stakeholders. • Conduct consultation with a variety of stakeholders and staff. • Establish and maintain open and effective communication channels and working relationships with management and stakeholders. • Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders. |
| <p>Reporting</p> | <ul style="list-style-type: none"> • Submitting high quality reports as required. • Ensure that all client contact and engagement is appropriately documented and recorded on the data management system. |
| <p>Contribute to organisational culture</p> | <ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. • Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice. • Attend cultural supervision. • Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement. |



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| | <ul style="list-style-type: none">• Contribute to the development and maintenance of a positive, supportive, and collaborative team environment.• Follow the direction of and have an open line of communication with line management.• Understanding and adhering to all KWY policies and procedures. |
| Other | <ul style="list-style-type: none">• Participate proactively in team project initiatives.• Participate in project groups and attend events such as expos from time to time.• Other duties as required. |
| 7. KWY Staff are required to work in accordance with the legislative and professional requirements including: | |
| <ul style="list-style-type: none">• Children and Young Persons (Safety) Act 2017• Government of South Australia-interagency Code of Practice 2001• Professional Practice Standards consistent with the area of practice | |