



<b>Title</b>	Project Coordinator - Family Violence
<b>Reports to</b>	Manager, Family Violence Services
<b>Direct Reports</b>	Nil
<b>Last Updated</b>	December 2018
<b>Good Shepherd Australia New Zealand (GSANZ)</b>	
<p>The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.</p> <p>Our Safety &amp; Resilience services are delivered across Victoria and New South Wales and include integrated family services, a range of family violence response services, The Orange Door, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.</p>	
<b>Role Purpose</b>	
<p>In March 2016, the Royal Commission into Family Violence released a report detailing 227 recommendations to improve responses to victims of family violence. These recommendations are being rolled out across the state and have a significant and positive impact on the delivery of services to women and children who have or are experiencing family violence. This role has been developed due to the expansion of the Family Violence Program and a number of new initiatives being delivered by the team.</p> <p>Using project management skills and working closely with the Family Violence Manager, Team Leaders and other GSANZ staff, the Family Violence Project Coordinator will assist the Bayside Peninsula Family Violence Program in the implementation of a diverse range of sector reforms and projects, ensuring that projects are delivered to a high quality standard within the required timeframes. These projects include, but are not limited to;</p> <ul style="list-style-type: none"><li>• Responding to the needs of children in refuge</li><li>• Enhanced Pathways to Family Violence</li><li>• After-hours Family Violence Crisis Response</li><li>• Achieving Rainbow Tick Accreditation</li><li>• New family violence case management frameworks</li><li>• Working with the Quality and the Family Violence Team to review and revise the family violence program's policies and procedures to ensure that they reflect current best practice within the family violence context</li></ul>	

- Other duties supporting the delivery of new and existing services within the family violence program

### Essential Skills and Characteristics

- Relevant tertiary level qualifications and demonstrated experience delivering project management and /or coordination within the community services sector
- Demonstrated knowledge of DHHS funded client-facing service delivery
- Contemporary knowledge of the Family Violence Royal Commission into Family Violence and the impacts on the family violence sector
- Demonstrated ability to work as a team, while also being self-directed
- Must have current Australian driver's license
- Satisfactory police records check
- Current Employment Working with Children Check

### Desired Skills and Characteristics

- Experience in project management in a reform context would be highly desirable
- Experience working with victim survivors of family violence and/or vulnerable families would be highly regarded

### Responsibilities

#### Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

#### People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

#### Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

#### Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

#### Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

#### Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

### **Reconciliation**

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

### **Value of each person**

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

### **Justice**

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

### **Zeal**

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

### **Audacity**

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.