

Coordinator Position Description



Position Title:	Coordinator
Position reports to:	Senior Practitioner
Hours per fortnight:	60.8 hours (0.8 FTE)
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
Salary:	SCHADS Level 6.3 + superannuation + salary packaging
Location:	114 Bathurst Street, Hobart TAS 7000 and other Outreach program locations as required.

About SASS

The Sexual Assault Support Service (SASS) is a not-for-profit organisation committed to creating a healthy, safe Tasmania free from sexual violence.

SASS services include specialised therapeutic support for survivors of sexual violence and their supporters, as well as primary prevention education and training for organisations, institutions, and communities. Together, we are building a future where respect and safety are at the centre of every Tasmanian community.

SASS is a values-based organisation, and these values listed below underpin the way we work:

- client-focus
- sincerity
- collaboration
- professionalism

As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.
- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external supervision and professional development.
- Demonstrating professional workplace behaviours at all times in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.

About the role

The Coordinator position is responsible for:

- Counselling
 - Holding a small number of clients
 - Undertaking psychoeducation, brief intervention or longer-term therapeutic intervention for survivors of sexual harm
- Managing referrals:
 - Reviewing, assessing and triaging all incoming referrals to the program
 - Conducting referral follow-up where necessary
 - Managing situations requiring escalation of client ineligibility to program, including liaising with the client regarding this where necessary
- Coordinating waitlist processes:
 - Planning and coordinating overall and individual waitlist management approaches for all referrals to the program
 - Delegating tasks and referrals to therapeutic specialists within the program for brief intervention and other active waitlist activities
 - Facilitating brief intervention sessions for eligible clients
 - Reviewing waitlist processes in collaboration with Senior Practitioner
- Coordinating allocations:
 - Liaising with the Senior Practitioner and other staff regarding client priority rating, risk, suitability, and access and counsellor caseloads when considering allocations
- Supporting the Senior Practitioner with tasks such as attendance at external stakeholder meetings, creating and reviewing program documentation and completing regular funding reports;
- Coordinating Team meetings including setting the agenda, taking minutes and ensuring actions are followed up (or delegating within the team to do this)
- Providing ad hoc supervision/debriefing to Therapeutic Specialists working within the program (although not as the formal line supervisor).
- Liaising with child safety agencies regarding children at risk of sexual abuse or harm.
- Working collaboratively with other staff members and service providers at SASS and the Arch centre to coordinate services and ensure that clients receive seamless and comprehensive support.
- Contributing to the ongoing development of SASS policies and programs within a continuous quality improvement framework.
- Conducting all interactions with clients, colleagues, and partners in a professional and courteous manner, adhering to the code of conduct and ethical standards.
- Other tasks that may be required as per the direction of Senior Practitioner, General Managers or CEO

Level of responsibility

The position will:

- Work under the direction of the Senior Practitioner
- Support Therapeutic Specialists working within the program through informal supervision, ad hoc support and debriefing
- Work as a collaborative member of the broader SASS Team, including with other coordinators across the clinical service
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload
- Adhere to all SASS policies and procedures, including the code of conduct.
- Provide guidance and support where procedures are not clearly defined.
- Raise any issues or concerns with the Senior Practitioner or General Manager Counselling Services as soon as practicable.
- Actively engage with own professional development – including participating in regular case reviews of own cases, professional development activities and clinical supervision.

Qualifications, Training and Experience

Essential

- Degree in counselling, psychology or social work
- Minimum of two years professional experience working in a counselling/therapeutic setting and/or experience working with victim-survivors of sexual harm and have an understanding of associated concerns and presentations.
- Understanding of issues associated with sexual assault
- Experience in intake processes, triaging referrals and allocating and coordinating caseloads
- Working knowledge of trauma informed practice
- Experience in providing crisis support and/or intake related activities
- A sound understanding of relevant mandated reporting and risk response legislation
- A demonstrated understanding of ethical practice frameworks
- A National Police Check and Working With Vulnerable People Registration
- Computer literacy

Desirable

- Relevant post-graduate qualification
- Current membership of the relevant professional association (AHPRA, AASW, ACA or PACFA).
- Experience in supervising and/or mentoring therapeutic staff
- Training/experience in working with Aboriginal and Torres Strait Islander people; people with disabilities; members of CALD communities; and/or male clients
- Current driver's licence

Selection criteria

The following knowledge, skills, and experience are required for the position of Coordinator:

1. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim's lives, as well as community attitudes about sexual assault.
2. Knowledge and experience of relevant assessment, case management and counselling approaches including responses to trauma and experience in crisis, brief intervention or general counselling work.
3. Experience in supporting clients and clinicians working with clients through advocacy and by liaison and referral to relevant external services and supports.
4. Capacity and willingness to work effectively and contribute positively within a multi-disciplinary team and to be flexible and adaptable in order to meet the organisation's needs.
5. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with SASS.
6. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and relevant state and national laws.
7. Well-developed written and verbal communication skills including presentation and report writing skills.
8. Knowledge and experience in mentoring team members, such as orienting new team members, capacity building, debriefing and/or supervising.
9. Demonstrated ability to apply computing concepts in programs including Microsoft Office, Excel and Outlook (for use of email), the internet and other IT software.
10. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.