

MOSS POSITION DESCRIPTION
Regional Children's Resource Coordinator

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0.84 FTE/32 hours/4 days per week

Social and community services employee Level 6, \$67,203.04 (+ super) per year, including a paid lunch break and access to attractive salary packaging. Additional above award conditions, Fair Work Australia equal remuneration decision, National Employment Standards

Social, Community, Home Care and Disability Services Industry Award 2010.

MOSS Enterprise Agreement 2018 (pending registration)

Australian Services Union (ASU)

Program Leader and CEO

Mark Goodie (CEO)

2 October 2018

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1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- North and West Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Intensive Case Management program (ICMI)
- Housing Support for the Aged (HSAP)
- Hume Transitional Support Programs
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program
- Connections Program
- Banyule Housing Support
- Children and Mothers in Mind

Position Summary:

This exciting and influential leadership role of Regional Children's Resource Coordinator sits within the Regional Children's Resource Program (RCRP) alongside the RCRP Senior Coordinator. Merri Outreach Support Service (MOSS) auspices the RCRP which comprises a highly collaborative team of two workers based at the Agency's Broadmeadows office. Whilst the Children's Resource Coordinator receives supervision from the RCRP Senior Coordinator, it is expected they would commit to implementing an agreed annual work plan. This is an advanced networking position for

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homelessness and family violence assistance services across the North and West Metropolitan Region of Melbourne. Catchments are in accordance with the DHHS structure.

The Regional Children's Resource Coordinator will provide a systemic regional response; advocating for structural reform and improved resources for accompanying children in addition to highlighting service gaps and improving access to services. The position provides support and professional advisory assistance to children's workers, Specialist Homelessness Services (SHS) and Integrated Family Violence services, networks in the region and develops linkages with relevant sectors.

The primary aim is to improve outcomes for vulnerable children who are homeless and/or experience family violence. Links to the state-wide children's resource network are important, as those with the MOSS Bright Futures – Homeless Children's Specialist Support Service and other MOSS case management teams.

2. Key Responsibility Areas

Support to homelessness services

- Regular consultation with homelessness services in order to identify staff need/s in supporting children
- Support Indigenous and CALD specific services in their work with children in homeless families
- Oversee provision of brokerage funding to network agencies

Skills and knowledge provision

- Identify and facilitate training and professional development needs of homelessness workers.
- Provide updated information on new local, regional, state-wide and national initiatives.
- Provide information to sector workers on resources available to children and families by maintaining web page and sharing information at forums.

Service system development

- Development of cross-sector links in the community including local council, education, health, family violence, child protection and early childhood services.
- Explore opportunities for ongoing funding for brokerage, school holiday activities, research.
- Identifying, coordinating and delivering training and professional development to workers in specialist homelessness services and related sectors
- Providing information to services on:
 - data collection and information sharing
 - training, professional development
 - local, regional, statewide and national initiatives
 - policy and legislation affecting children experiencing homelessness and family violence
- Participating in and supporting regional networks focussing on the needs of children experiencing homelessness and family violence

Community Development

- Raising awareness of the impact of homelessness on children within the homelessness support sector and other related sectors
- Participate in local, regional and state-wide networks.
- Participating in and supporting a regional network to be a voice for and advocate for children's issues
- Exploring opportunities for additional resources and projects to support program aims

Research

- Promoting and sharing good practice
- Contributing to the knowledge base through literature, conference and professional capacity building presentations
- Supporting and initiating regional research programs relating to children experiencing homelessness and family violence

Community Liaison and Networking

- Actively and positively promote Merri Outreach Support Service and the Children's Resource Program amongst the Homelessness and Family Violence service system in the North and West Metropolitan Region of Melbourne.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet the region's needs.
- Follow established protocols between Merri Outreach Support Service, the Children's Resource Program and partner agencies.
- Provide assistance and appropriate information to staff and services we work with.
- Provide assistance and appropriate information to services about referral pathways, secondary consultation and brokerage.

Policy, Planning and Community Development

- Through direct service provision to identify areas of common need or themes affecting children experiencing homelessness and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of children experiencing homelessness and identify practices which will facilitate improved access for this target group ideally without need for program intervention.
- Facilitate regular reviews of service operation and ongoing development, including participation in Statewide planning days.
- Facilitate implementation of improvements/changes in program operations and Core Functions as directed by DHHS.
- Maintain a broad understanding of government policies which have a direct impact on children and families experiencing, or at risk of experiencing homelessness.
- Contribute to the development of responses to government policy, and systemic issues which may affect children and their families as directed by program leader.

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- Participate in forums which contribute to the broader development of policies/practices relevant to children and homelessness.
- Participate and implement Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

Accountability

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements.
- Reports to the Regional Children's Resource Program (RCRP) Senior Coordinator and CEO.
- Actively participate, contribute and work collaboratively with the Statewide Children's Resource Coordinators.
- Attend monthly agency meetings.
- Actively participate in scheduled supervision with the RCRP Senior Coordinator.
- Work collaboratively with the Bright Futures Program and other MOSS case management teams
- Submit timesheets and leave application forms within required timeframes.

3. Key Selection Criteria

- 3.1. A tertiary qualification in child development, social work, psychology, community services, welfare studies or equivalent
- 3.2. Knowledge of issues faced by:
 - Homeless families, especially children
 - Family Violence
 - Indigenous specific housing and homelessness
 - Issues specific to CALD families and children
 - Children with Disability
- 3.3. Demonstrated understanding of child development and the impact of homelessness on children and families along with a commitment to supporting marginalised people
- 3.4. An understanding of accreditation processes and commitment to continuous quality improvement
- 3.5. Demonstrated experience in knowledge and delivery of community development work or similar
- 3.6. Ability to work in a genuinely consultative manner with a wide range of people
- 3.7. Ability to work both co-operatively and independently as required by different aspects of the position
- 3.8. Ability to problem-solve and develop strategic responses

3.9. Excellent organisational, interpersonal and communication skills, including:

- Interviewing and counselling skills
- Writing skills
- Management of Brokerage – SHIP and data reporting
- Oral skills – liaison, consultation, negotiation, telephone
- Advocacy skills
- Networking skills
- IT competency

4. Additional Information

Office: This position is based at 22 Lakeside Drive, Broadmeadows 3047.

Hours of work: The Agency is open Monday to Friday 9am – 5pm. Which four days per week worked can be negotiated.

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications



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Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application process and contact information:

For more information about the position please contact: **Halime Aldemir 9359 5493**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au and the North West Children's Resource Program website www.homelesskidscount.org

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 1 November 2018

Please forward applications to:

Mark Goodie
Chief Executive Officer
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047

Or email: mark@merri.org.au