



Service Coordinator

Base Location:	Cairns Office	Reports To:	OM/CEO
Region:	Cairns ESA	Industrial Instrument:	VPG Collective Agreement
Salary:	\$78,652 - \$82,733	Fixed Term Contract:	June 2021

About us

VPG is a non-profit organisation that has been improving child and youth transitions in Far North Queensland for over 20 years. With 5 Centres in Cairns, Yarrabah, Innisfail, Atherton & Mareeba, we have assisted thousands of young people. We seek to empower youth, strengthen families and build the capacity of education, industry and communities through quality partnerships. www.vpginc.com.au

About our thinking

VPG uses the concept of Advantaged Thinking to direct the way we work with young people. VPG acknowledges that young people have a vital contribution to make to the social and economic life of our communities and society, and that to do so all young people should have access to the opportunities and social networks that facilitate this social and economic participation. VPG invests in building young people’s abilities, harnessing them for personal as well as social good.

By making a positive investment in young people, the approach focuses on developing their assets, and on co-creating solutions – real jobs, real education and real community connections – to enable them to achieve independent adulthood.

About our values

At VPG our exceptional organisational culture is aligned to our values being **compassionate, generous, inclusive, responsible** and **fun**. We expect you to demonstrate these behaviours throughout your career with us.

About the position

This role is all about team development. You are responsible for providing clinical support and leadership for our Team of Youth Workers & Youth Development Coaches. You contribute to and are accountable for the performance of services and reporting on service outcomes.

Key Responsibilities – People Management & Performance

Key Tasks	Position holder is successful when
<ul style="list-style-type: none"> Coaches and mentors staff and is responsible for the effective management and development of assigned staff. Contributes to the development of staff to ensure appropriate knowledge of service policies and procedures; Hold team meetings as required and 1:1 supervision with direct reporting staff regularly; Support direct reports with appropriate service advice, supervision and wellness strategies; Performance reviews and evaluations are conducted with encouragement and development coaching as required; 	<ul style="list-style-type: none"> All staff induction and training is up to date and compliant with VPG requirements; Staff work together effectively, and direct reports are receiving deployment opportunities; Supervision and Coaching is a positive experience for team members, and areas for improvement are identified and developed; Breaches of employment conditions are recognised and addressed immediately; Regular quality reporting to CEO/Operations Manager; Employee information is up to date at any point in time; Areas for practice improvement are identified;

ROLE IDENTIFICATION



<ul style="list-style-type: none"> • Quality management of services including practice improvement reflections and reporting on practice to the CEO/Operations Manager; • Understand VPG contracts applicable to services and ensure the operation of the service is compliant with the terms and conditions; 	<ul style="list-style-type: none"> • CEO/Operations Manager is kept informed about all performance and risk matters; • Regular meetings are held with team members including team meetings and 1:1 supervision; • Legislation is complied with.
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Key Responsibilities – Program Delivery

Key Tasks	Position holder is successful when
<ul style="list-style-type: none"> • Lead staff in the delivery of programs and contractual requirements to participants utilizing an Advantaged Thinking Approach as per the operating procedures and guidelines; • Lead staff to high performance. • Managing and allocating participant workloads to staff in line with referrals. • Engaging in direct participant work as required, in particular participants with complex cases; • Support YDCs with the management of complex cases. • Engaging in planning and implementation activities to support ongoing contract capacity levels. • Maintain an understanding of issues impacting participants and lead the development and review of operating practices to enhance service delivery, efficiency and improved client engagement and outcomes. • Local engagement with community and providers to increase inclusion and access in the region; • Engaging in, and supporting community events as required; • Attending required meetings; • Understanding all VPG services to confidently communicate with and promote to external stakeholders 	<ul style="list-style-type: none"> • Services are delivered in line with contractual agreements; • Staff are supported to deliver on all contractual requirements; • Services grow through improvement initiatives; • Relationships with stakeholders in the community are established and strengthened; • Work assignments are allocated at any given time, and change request are acted on in a timely manner; • Staff understand the requirements and deliverables of the services; • Contract compliance is maintained; • Legislation is complied with.

Key Responsibilities – Administration

Key Tasks	Position holder is successful when
<ul style="list-style-type: none"> • All required administration such as case notes, reports and goal plans are completed accurately and in a timely manner as per VPG guidelines; • All required data entry is uploaded to Government Databases in a timely manner as per contract requirements. • Provides timely and accurate reports on the service to the CEO/Operations Manager; • Provides timely feedback to the CEO/Operations Manager on risks, issues and opportunities; 	<ul style="list-style-type: none"> • All required reporting, documents and case notes are completed within the required timeframes; • Data entry is completed within timeframes; • Reporting is accurate and on time; • Feedback on risks, issues and opportunities is regular and useful; • Legislation is complied with; • Budgets and expenditure are managed effectively.



<ul style="list-style-type: none"> Financial management including compliance with service budget and authorization of service expenditure; 	
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Work Health & Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors;
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety;
- Acquire and keep up to date knowledge of work health and safety matters;
- Follow procedures to assist VPG in reducing illness and injury including early reporting of incidents/illness and injuries.
- Engage in self-care strategies.

Leadership

- Set the Leadership standards through demonstration of values-based leadership and actively provide values-based behaviours within VPG
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly;
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain operational functions to meet VPG's current and future needs;
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance team issues.
- Ensure behaviour during all work interactions is aligned to our values of being compassionate, generous, inclusive, responsible and fun.
- Actively contribute and participate as a VPG team member across all programs exchanging ideas and information on a regular basis.
- Fulfil other tasks that your manager reasonably asks you to perform.
- Undertake a range of duties to ensure the smooth running of VPG Centres including but not limited to reception, washing up, emptying rubbish, putting away equipment, checking mail, maintaining vehicles, purchasing supplies.

Key Relationships

- Work collaboratively with the CEO, Operations Manager and VPG Leadership team.
- Develop and maintain effective relationships with numerous stakeholders including Secondary Schools, referring agencies, allied health professionals, general practitioners, QLD Health, Youth Justice and other local providers.

Key challenges of the role

- Coaching staff in a high performing environment;
- Managing competing priorities;
- Responding to significant changes/concerns regarding participants, their home, environment, wellbeing, their service or other risks.
- Serious consequence of decision making and its impact on participants.
- Ensuring self care.

Financial Delegation of Authority

TTW Engagement	
Expense	Limit
Client Brokerage	<\$1,000 per 6 Months, Max \$50 per person without OM approval

ROLE IDENTIFICATION



Engagement Brokerage	<\$1,000 per 6 Months, Max \$50 per person without OM approval
External Facilitators/Guests	By Request
Program Supplies	<\$1,000 per 6 Months, Max \$200 per purchase without OM Approval
Marketing/Promotions	<\$1,000 per 6 Months, Max \$200 per purchase without OM Approval

Qualifications & Experience

- Relevant qualifications/experience within social work/allied health/human services or equivalent;
- 5 years' experience in an area relating to the service and/or area of specialization, where this experience would substantially contribute to success in the role.
- Demonstrated ability to coach, mentor and collaborate with colleagues to build understanding and knowledge and improve outcomes for participants, with the ability to adapt approach for the audience and encourage reflective practice.
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements;
- A commitment to own learning and development with a view to sharing learnings with the team.
- Commitment to work flexible hours when required.
- Strong interpersonal skills;
- Experience in provision of strengths based practice;
- High levels of cultural awareness.

Mandatory Requirements

- A current QLD Driver's License.
- Current Clear Australian Police Check provided prior to commencement.
- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration)
- Strong computer competency across Microsoft applications.

Compliance Checks required

- Working with Children
- National Police Check
- Drivers Licence
- Qualifications
- Referees _____

Employee Declaration

I acknowledge and agree to notify and discuss with VPG immediately any change in my capacity to meet the inherent requirements of employment pursuant to my Role Identification. Such matters to include changes affecting:

- Drivers licence status
- Working with Children positive notice pursuant to the *Working with Children (Risk Management and Screening Act) 2000* (Qld)
- Clear Federal Police check

Name: _____ Signature _____ Date: _____