

# After Hours Coordinator



## Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

## Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

## What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

## Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

## Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

## Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

<b>Position Title</b>	<b>Team</b>
After Hours Coordinator	After Hours Team
<b>Reports to</b>	<b>Line Manages</b>
Cluster Lead	Team Members
<b>Classification/Award</b>	<b>Talkin</b>
Level 5, SCHADS 2010	Cluster Lead
<b>Based at</b>	<b>Backup when absent?</b>
West End	After Hours Team

**Micah Projects – After Hours Team**

Micah Projects provides a 24/7 response across Brisbane through several services including:

- Street to Home (STH) provides support to individuals, couples and families experiencing chronic homelessness, such as sleeping rough in public space or in cars, move into long term housing with supports.
- Brisbane Domestic Violence Service (BDVS) is the specialist domestic violence service for the Brisbane metropolitan region. BDVS is funded by the Department of Child Safety Youth and Women to provide free and confidential services to adults and children who have been impacted by domestic and family violence. BDVS has a focus on achieving safety and stability for the individuals and families that we support.
- Brisbane Emergency Response Outreach Service (BEROS) Team support young people self-placing in the care of the Department of Child Safety (Brisbane Region) seek safe and appropriate accommodation.

The After Hours Coordinator provides leadership and support to other after hours teams across the span of hours 4pm – 7.30am, with 2 shifts incorporating a handover between shifts.

# Position Description

## As an After Hours Coordinator you will...

provide leadership and coordination support to the After-Hours teams. This position will involve a mixture of support, management, coordination, decision making and problem solving with all teams operating through the shift times.

This position requires availability to work a range of shifts overnight - seven shifts per fortnight, across 7 days per week (including public holidays) covering one of the following shift times: 4pm-12am and 11.30pm-7.30am.

### Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Community Living Association (CLA)
- Queensland Police Service (QPS)
- Domestic Violence (DV) Connect

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence
- Women, Children and Families
- Supportive Housing

### Key Responsibilities

#### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Assist with coordination of services across all teams working after hours, including safety and risk planning, involving regular contact with outreach staff.
- Liaise with appropriate Cluster Leads, along with other leadership positions in homelessness and domestic violence and other service delivery areas, to provide a seamless response through coordination and leadership support.
- Provide assistance with problem solving and decision making with After Hours team members.
- Planning and rostering support as required.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

### Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

### Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

## Criteria and Conditions

### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card                       APHRA Registration

### Driver's License

- Essential     Desirable

### Travel

- Essential     Desirable

### Assets Provided

- Work Computer     Work Phone     Pool Vehicle     Packaged Vehicle

### Essential

- Relevant Human Services certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated experience in working with people in a crisis response and case management, including the ability to conduct risk assessments and develop plans around safety and needs identified.
- Experience mentoring and supporting a team of Support and Advocacy workers.
- Demonstrated knowledge of and ability to apply current theory and practice relating to domestic and family violence and a gendered analysis of this issue, including using a trauma informed approach to support and advocacy.
- Demonstrated ability to work with both government and non-government agencies.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).

- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation’s work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

## Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

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**Document History**

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