

Service Coordinator Housing and Homelessness Hub



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. When facing challenging behaviour with participants, 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

Position Title

Service Coordinator

Team

Homelessness Hub Team

Reports to

Team leader

Line Manages

Staff

Classification/Award

Level 5, SCHADS 2010

Talkin

Team Lead

Based at

West End

Backup when absent?

Team Lead

Home for Good – Housing and Homelessness Hub

Home for Good works to find sustainable solutions for people who are homeless or for individuals, families and children who might become homeless without support. Located in inner-city Brisbane, a range of services are available for individuals and families including information, support, advocacy, health, recreational, and employment services.

These services are funded and compliant with Queensland Government Specialist Homelessness Program Guidelines.

Position Description

As a Service Coordinator, you will...

work as part of the Coordinated Access Team to assist with the management of the Coordinated Access staff and support the team at an operational level.

Key Responsibilities

Service Delivery

- To manage the workflows of the team in responding to face to face, phone and web enquiries.
- To provide support of staff in problem solving, people management and provision of brokered emergency accommodation as required.
- Support and facilitate integration and coordinated access/referral between programs at Micah Projects and external agencies.
- Facilitate joint service provision and referral pathways into Micah Teams.
- Assist the Team Leader and other coordinators to respond to critical incidents and feedback
- Provide support and advice to frontline service delivery staff.
- Participate in direct support and advocacy work.

Leadership

- Work in conjunction with the team leader to support and back up with the following.
- Facilitate Coordinated Access team meetings.
- Liaise with relevant departments in Micah Projects, i.e. HR, Finance, Communications, to ensure Coordinated Access services comply with organisational policies and procedures.
- Assist the Team Leader and other coordinators with orientation, performance development and performance management of staff.
- Support a set number of staff with professional development plans as their TALKIN Coach
- Manage training, leave, rosters and general staffing needs.
- In partnership with the Team Leader, debrief, supervise and support the development of Support and Advocacy Workers and students on placement.
- Support Team Leader to ensure healthy team dynamics is maintained.
- Assist Team Leader to maintain quality team managed processes for developing and implementing planned support.
- Shared responsibility for networking events and community engagement and education requests.
- Attend all relevant leadership meetings, when required.

Data Management

- Ensure clear understanding of the data required for Coordinated Access service agreement
- Regularly monitor and evaluate data throughout reporting periods to ensure quality and reliability
- Liaise with the Team Leader to ensure clear understanding of the accreditation and compliance reporting requirements for service agreements
- Efficiently compile data, accreditation and reporting requirements for service agreement
- Work in cooperation with the Team Leader to ensure reports/accreditation data are submitted to the appropriate authority within the required timelines.
- Identifying Trends in evidence and data for team reflection and learning.

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.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

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

- Demonstrated organisational skills and ability to coordinate triage and response in a high volume complex work environment.
- A commitment to social justice and to work according to the policy, procedures and quality frameworks endorsed by the organisation.
- 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.

Desirable

- Tertiary studies in Human Services, Social Work and/or relevant degree.
- Previous experience working in a community-based organisation.
- Current First Aid Certificate.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- 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.
- All employees are to have valid working rights in Australia.
- 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.
- 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** _____

Document History

Original Date August 2022

Version Number 01

Revised Date April 2024