



Wellspring Children & Families Hub

Coordinator

Women, Children & Families Cluster



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

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 inappropriate 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

Position Title	Team
Wellspring Children & Families Hub Coordinator	Wellspring Children & Families Hub
Reports to	Line Manages
Cluster Lead	Women, Children & Families Administration Worker
Classification/Award	Talkin
Level 6, SCHADS	Cluster Lead
Based at	Backup when absent?
Hawthorne	Early Years Program Lead
Wellspring Children & Families Hub	
Wellspring Children and Families Hub is part of a network of services that aims to provide opportunities and resources to parents and their children. The Hub has specific strategies to support children from birth to 5 years old and their parents who are experiencing crisis such as domestic and family violence, and homelessness, mental health and other social issues where dedicated services to children will assist the family through adversity.	
Wellspring Children and Families Hub includes a licenced fee-free early childhood program for children birth to five years of age whose parents are engaged with support and advocacy services to address their current circumstances. Evidence demonstrates that provision of safe, supportive early childhood services whilst experiencing or witnessing trauma can mitigate the impact of trauma on the child's development. The Wellspring Children and Families Hub facilitates and supports the delivery of visiting services and clinics and targeted early childhood groups and parenting groups.	

Position Description

As a Wellspring Children & Families Hub Coordinator, you will...

work with the Women, Children & Families Cluster within Micah Projects. You will provide direct supervision to the WCF Cluster Administration worker, support and promote the development and use of the Children & Families Hub for a range of other programs for parents and children.

The position requires a high level of collaboration and communication to ensure that access to the services and use of the Wellspring Children & Families Hub creates opportunities for parents and their children. This will include the formation of a reference group for the Children & Families Hub comprising of the network of services who refer to and are interested in the development of the Children & Families Hub, as a resource for children and parents.

Stakeholder Engagement

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

- Families
- Local Community Service Providers
- Specialist Women's Services
- Specialist DFV Services, including DFV Refuges
- Volunteers

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

- List main areas that the position collaborates with i.e.
 - Organisational Services
 - Other Micah Teams

Key Responsibilities

Leadership and Management

- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Leadership to undertake administrative, practice and quality requirements in Micah Projects systems.

- Perform other relevant duties as assigned.

Service Delivery

Management of the Hub permanent and visiting services for children of vulnerable families and families in crisis

- Coordinate and support staff and volunteers
- Network with relevant stakeholders and creates opportunities for parents and their children, in line with current funding. This will include the formation of a reference group for the Children & Families Hub comprising of services who refer to and are interested in the development of the Children & Families services.
- Promote the space and the services to encourage use by visiting services
- Provide oversight and management of site bookings and visiting services
- Maintain the centre, and all equipment in a standard that complies with all current regulations

Maintaining and developing partnerships and working with families

- Work collaboratively with families, other staff, organisations and community to ensure positive outcomes for vulnerable families
- Link with peri-natal mental health, early childhood and other relevant networks

Resource development

- Develop resources to support evidence-based, integrated services for early childhood and parenting

Data management and accountability

- Meet all data and reporting requirements as required.
- Work in accordance with all legislative, licensing, workplace regulations & contractual requirements.
- Comply with all administrative practice, policies and procedures

Collaborative practice

- Ensure effective participation and input into team meetings.
- Establish and maintain effective communication systems with staff, other services and parents.
- 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 organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Essential Attendance

- Women, Children & Families Cluster meetings, Leadership Forums, etc. when/if required, shared responsibility for networking events and community engagement and education requests.

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	<input type="checkbox"/> National Police Certificate	<input checked="" type="checkbox"/> Blue Card
	<input type="checkbox"/> Yellow Card	<input type="checkbox"/> APHRA Registration
Driver's License	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
Travel	<input type="checkbox"/> Essential	<input type="checkbox"/> Desirable
Assets Provided	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone
	<input type="checkbox"/> Pool Vehicle	<input checked="" type="checkbox"/> Packaged Vehicle

Essential

- A tertiary qualification in Human Services, Early Childhood Education or Health sector.
- Proven ability to manage, support and work effectively within a multi-disciplinary team, and a demonstrated understanding of the skills and components required to participate in a successful team.
- Excellent interpersonal skills, including the ability to consult, negotiate and liaise effectively with a diverse range of people and stakeholders; the ability to develop relationships with other service providers and the local community to enhance use of and opportunities at the hub.
- Capacity to support accessibility to the hub, and engagement in available services, for vulnerable families and children, including demonstrating an understanding of the challenges and barriers they may face in accessing support and services.
- Evidence of an understanding of the impact of trauma on children witnessing domestic violence, experiencing homelessness and other health and social issues that can impact on the quality of life and safety of children their family members.
- Excellent written and verbal communication skills.
- High level proficiency in core computer packages.
- A current First Aid certificate
- 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 (if applicable)

- An understanding of the service system responding to young families in the Brisbane City Council area

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		Version Number	02
Original Date	December 2023	Revised Date	December 2025