



# Safer Lives After-Hours Coordinator

## Safer Lives Mobile Service



### 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 cannot 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

## Position Title

Safer Lives After-Hours Coordinator

## Team

Safer Lives Mobile Service

## Reports to

Team Leader

## Line Manages

N/A

## Classification/Award

Level 5, SCHADS 2010

## Talkin

Team Leader

## Based at

West End

## Backup when absent?

Safer Lives Mobile Service Team

## Micah Projects – Safer Lives Mobile Services

**Safer Lives Mobile Service (SLMS) is a specialist funded 24/7 outreach service for women and children experiencing domestic and family violence, referred by DV Connect (for practical support whilst in motels and awaiting placement in refuge, temporary supported accommodation or longer-term housing solutions), Queensland Police Service and Queensland Health Social Workers within the Brisbane Region.**

The Safer Lives Mobile Team works in partnership with Brisbane Domestic Violence Service and Micah Projects Housing and Homelessness Teams.

Micah Projects is committed to recognizing diverse relationships, family structures, and unique circumstances of each person's experience in the context of culture, socio-economic status, health and disability status, and sexual orientation.

# Position Description

## As a Safer Lives After-Hours Coordinator, you will...

work as part of the team to provide mobile support to women and children, or other victims who are in housing crisis due to domestic and family violence to access safe affordable and appropriate emergency and long-term housing pathways. This position will support the Team Leader with the operations of the program in a shift Monday – Friday, 12:00PM – 8:00PM.

### Stakeholder Engagement

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

- Department of Housing
- Qld Police Service
- Qld Health Community Services
- DV Connect
- Participants

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

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

### Key Responsibilities

#### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Support victims of domestic and family violence using a trauma informed approach to access appropriate crisis accommodation and or longer-term housing options.
- Respond to referrals from DV Connect, Qld Police Service (QPS), BDVS regional services, Micah Projects Families to Home team to support women and children who are experiencing domestic and family violence in their home, motels, or other accommodation settings.
- Provide outreach support and safety planning to women and children in motels who have left domestic violence relationship.
- Respond to QPS and Qld Health (24/7) to assist women access emergency /crisis motel immediately.
- Provide outreach case management to women in motels who do not go to refuge to facilitate a housing pathway that is safe and affordable.
- Provide emotional support, safety planning, flexible financial assistance, individual advocacy in navigating services systems is provided for the duration of the support period with women and children or other identified victims of domestic and family violence.

- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Complete administration and data collection for reporting and updating the participant management systems.
- Inform and navigate with participants access to appropriate resources, opportunities, and services within the community for both a crisis response and to maintain stability in their lives.
- Establish and maintain positive relationships with government and non-government services in undertaking advocacy with participants.
- Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
- Access interpreters when required to ensure an adequate understanding of the needs of women who cannot speak English or English is a second language.
- 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.

### **Leadership**

- Complete administration and data collection for reporting and updating the participant management systems.
- Support the Team Leader with any future program development, case practice support, and program record keeping.
- Assist the Team Leader in identifying any training needs or opportunities for team members.
- Assist the Team Leader in the provision of line supervision for the team members.
- Be available to other team members to assist with any case consults that they may need.

### **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.

# Criteria and Conditions

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

## Essential

- A minimum of 5 years' experience working in a relevant human services role, preferably within a senior practitioner or emerging leadership position.
- Ability to work in a crisis environment and respond to multiple demands with a problem-solving approach.
- Ability to work shift times between 12PM – 8PM to assist in supporting the Safer Lives After Hours team members.
- Knowledge of or ability to acquire relevant knowledge of legislation and regulations, such as The Domestic and Family Violence Protection Act 2012 and The Child Protection Act 1999.
- Demonstrated experience in working with people in a human service setting.
- Demonstrated knowledge and experience in collaborative teamwork, service navigation, and local community support.
- Knowledge of or ability to learn cross-disciplinary responses to domestic and family violence housing and homelessness.
- 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.
- 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** \_\_\_\_\_

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**Document History**

**Version Number** 01

**Original Date**

August 2024

**Revised Date**