



Lotus Support Services Senior Service 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

Position Title

Senior Service Coordinator

Team

Lotus Support Services (Redress)

Reports to

Cluster Lead

Line Manages

South QLD Redress Team

Classification/Award

SCHADS 6

Talkin

Cluster Lead

Based at

Greenslopes

Backup when absent?

Cluster Lead

Lotus Support Services National Redress

Lotus Support Services role is to advocate for and support adults who experienced childhood abuse, including child sexual abuse, in institutional settings. Lotus Support Services provides support in living with the lifelong impacts of trauma from childhood abuse and seeking justice via applications for the National Redress Scheme.

The National Redress Scheme provides support to people who were sexually abused as children while in the care of both government and non-government out-of-home care institutions and was created in response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme offers three components of redress:

- Access to counselling and psychological care
- Acknowledgement and recognition for people who want it, through a direct personal response from the institution responsible for the abuse; and
- A monetary payment

Position Description

As a Senior Service Coordinator, you will be responsible for the ongoing management and support of Micah's Redress Support Services and work as part of the Lotus Support Services team

Stakeholder Engagement

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

- The National Redress Scheme.
- Department of Social Services.
- Knowmore Legal Service.

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

- Lotus Support Services Cluster.
- Organisational Leadership team.
- Organisational Services.

Key Responsibilities

Service Delivery

- Coordinate new intake and allocation processes for participants and services.
- Coordinate internal and external reporting requirements, ensuring compliance with organisational standards.
- Provide regular coaching and supervision to staff, including developmental support and performance reviews.
- Manage incoming and outgoing referrals to ensure timely and effective service delivery.
- Respond to the evolving landscape associated with The National Redress Scheme and provide staff with training, resources, and debrief sessions to support periods of change.
- Lead the embedding of trauma informed practices within the team and drive continuous practice development.
- Promote a culture of respect, safety, and trauma informed approaches.
- 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.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems in a timely and accurate manner.
- Maintain high quality work with individuals and families, as evidenced by well documented case notes and support plans within 24 hours in the organisational database.
- 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.

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

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card AHPRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone
 Pool Vehicle Packaged Vehicle

Essential

- Relevant Human Services tertiary qualification.
- Demonstrated experience of and/or understanding of the experiences of individuals with a history of childhood abuse in institutional settings.
- Experience leading a team.
- Experience providing practice leadership, including supervision, and training to staff.
- 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

- Experience interacting with The National Redress Scheme.

- Knowledge of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- 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** _____

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