



South QLD Coordinator

Lotus Place



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.

Position Overview

Position Title

South QLD Coordinator

Team

Lotus Place

Reports to

Cluster Leader

Line Manages

Lotus Place staff

Employment Status

Full Time

Hours of Work (per week)

38

Classification/Award

SCHADS 6

Talkin

Cluster Leader

Based at

Greenslopes

Backup when absent?

Cluster Leader

Lotus Support Services – Lotus Place

Lotus Place is a dedicated support service and resource centre for people who experienced childhood abuse in institutional settings, services are offered from three locations: - Brisbane, Rockhampton and Townsville. Lotus Place provides integrated peer support, advocacy, counselling and other support services to people who experienced childhood abuse in institutional setting. Services include:

- » An information and resource centre and gateway;
- » Personal and skills development opportunities to seek access to government and community services;
- » Support to seek redress of past abuse through the criminal justice system, civil process or through church or religious institutional processes;
- » Support people to obtain personal records, reconnect with family and trace history;
- » Access to professional support and counselling services;
- » Information and referral to other services.

Position Description

As a South QLD Coordinator you will...

Work as part of the Lotus Place team to advocate for and support individuals and families to access/maintain permanent and affordable housing, support, social and health services and empower and foster independence and interdependence through participation, and access to appropriate resources, opportunities, and services within the community.

Interactions and Relationships

External

- Participants
- Community Services
- Stakeholders

Internal

- Lotus Support Services Cluster
- Organisational Leadership team
- Organisational Services
- Other Micah Projects teams

Partnerships

- N/A

Key Responsibilities

- Provide leadership and management to ensure trauma informed, quality and responsive services are provided to people who experienced childhood abuse in institutional settings.
- Oversee the day-to-day operations of Lotus Place including establishing centre-based routine and psychosocial peer engagement opportunities
- Manage the outreach service delivery component of Lotus Place
- Coordinate external communications including the quarterly Lily Pad
- Oversee the coordination of events and activities
- Coordinate regional peer meetings
- Foster collaboration and partnerships to achieve a more holistic response and better coordination within the service system.
- Support the workforce, knowledge and organisational culture within Lotus Place as part of Micah Projects to meet our Industrial, Work, Health and Safety, Supervision and Professional Development requirements within a supportive and effective work environment.

- Ensure quality communication with people who have experienced child abuse in an institutional setting across the state, taking into account those who live in rural and remote areas. Working collaboratively with Communications team and adhering to communication policy and processes.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Leadership Responsibilities

Shared Leadership

As a member of the Leadership Team, you are required to operate under a shared leadership management structure. The vision of shared leadership is to create a collaborative organisational system that provides the opportunity for employees, the people we support and community members to participate in creating justice and responding to injustice in our community. This is outlined in the 'Micah Projects Shared Leadership Charter'.

This includes demonstrating collaborative Leadership behaviour that results in a cooperative and supportive workplace.

Data Governance

Accountability/ Responsibility for organisational data is accurate, complete, consistent, managed and used in accordance with policies and procedures.

Essential Attendance

Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), 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.

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.

Key Challenges

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Managing a multidisciplinary team, each with competing needs and priorities, while being able to meet operational requirements.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening	<input checked="" type="checkbox"/>	National Police Certificate	<input type="checkbox"/>	Blue Card
	<input type="checkbox"/>	Yellow Card	<input checked="" type="checkbox"/>	APHRA Registration
Driver's License	<input checked="" type="checkbox"/>	Essential	<input type="checkbox"/>	Desirable
Travel	<input checked="" 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

- Relevant certificate, diploma or tertiary qualification and extensive experience
- Experience managing a multi-disciplinary team in a community services context
- An understanding of the key findings of the Royal Commission into Institutional Responses to Child Sexual Abuse and the Commission of Inquiry into Abuse of Children in Queensland Institutions
- A sound understanding of the prevalence and nature of trauma arising from interpersonal violence as a child in an institutional setting and the associated impact of abuse of power by people trusted with the care of children

- Ensuring that organizational, operational, and direct service provision practices and procedures promote, not undermine the physical, psychological and emotional safety of participants and survivors
- Ability to create a service culture and practices that empower participants in their recovery by emphasising their courage, strengths, choices, and sharing of power in decision making and participation often within constrained personal and social resources
- Understanding and recognition of the accumulative impact of the legacy of years of living with the consequences of
- Child abuse and trauma on the lives of people as adults, within family and relationships and within the community
- The impacts of the failure of multiple systems and institutions to respond both as children and adults to disclosure of abuse and crimes
- A dominant culture where as children and adults people were silenced, disbelieved and ignored by institutions responsible for the abuse and neglect, and in many cases cover up of crimes resulting in systemic failures which protect institutions rather than children or survivors seeking justice and redress.
- A service system over many years that has not understood, been aware of or responded to the needs of people with post-traumatic stress and complex trauma arising from child abuse within an institutional setting
- The inadequacy of the civil and criminal justice system in being responsive to the prevalence of and the needs of people who were victims of crime in an institutional setting
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- A commitment to social justice
- Human Services qualification
- Experience working with victims of institutional child abuse
- Understanding of complex trauma
- Experience managing a multidisciplinary team

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 03

Original Date October 2017

Revised Date June 2024