

Making a positive difference to the lives of children

ROLE DESCRIPTION

Program Coordinator

<i>Employment Status:</i>	Temporary Part-Time (12 Months)
<i>Award Coverage and Salary:</i>	Social, Community, Home Care and Disability Services Industry Award Classification Level 5 \$37.57 per hour plus superannuation and leave loading
<i>Hours of work:</i>	Flexible part-time hours 15 hours per week
<i>Spread of hours:</i>	Working days are flexible between Monday and Friday, 9am to 5pm Occasional attendance at meetings or events outside normal hours
<i>The difference we make:</i>	Aunties and Uncles is a mentoring program for vulnerable and socially isolated children aged 1 to 11 years. We make a positive difference to the lives of children by enabling a mentor relationship which exposes children to positive experiences and opportunities, empowering them to reach their potential and establish their future.

Aunties and Uncles are committed to a Child Safe organisation

Position reporting arrangements:

The Program Coordinators report to the Chairperson of the Aunties and Uncles (Queensland) Board or their delegate.

Additional reporting and information sharing occurs through a sub-committee known as the Links Committee.

The purpose of the Links Committee is to -

- Provide regular opportunities for information sharing, discussion of ideas and exploration of service improvements;
- Provide direction and guidance to Coordinators;
- Receive expert advice from Coordinators in terms of the delivery of the program and the needs of stakeholders;
- Report and monitor progress and performance of the program;
- Facilitate professional development of the Coordinators;
- Address issues relating to the program or employment arrangements.

Mandatory requirements:

- Bachelor of Social Work / Psychology / other relevant qualification
- At least 4 years' experience working with children including expertise in child protection
- Travel in own vehicle and current driving licence
- After hours and weekend work is required to facilitate home visits and attend the two picnics Aunties and Uncles hosts annually.
- Possess or be eligible for a Queensland Working with Children and Young People Card (Blue Card)
- Undergo a police check

Location:

Coordinators work from their OH&S compliant home-based office and/or the organisation's premises, currently in Paddington Brisbane.

Duties:

Assessing the needs and suitability of children and their families for an 'auntie' and/or 'uncle' and link the child with a volunteer who can be a positive role model for the child

- Ensure families meet target criteria;
- Ensure stakeholders are informed to provide appropriate referrals;
- Ensure families receive information on the process and their responsibilities, the program purpose and its limitations;
- Perform home visits and intake assessments, including determining risk indicators;
- Provide parents, carers and/or children with child safety and protective behaviours information where appropriate;
- Conduct assessment of immediate and long-term needs, provide information about local resources that meet identified needs;
- Liaise and refer to services in the local community where appropriate.

Source and assess prospective Aunties and Uncles –

- Ensure potential volunteers attend induction nights, record attendance and inform volunteers of their responsibilities and the program's expectations.
- Conduct referee checks, provide induction material and perform in-home assessment interviews;
- Inform applicants regarding the Blue Card – Working with Children Check and the requirement for all household members 18 years and over to hold a positive notice.
- Ensure all new applicants undergo a National Criminal History Check (NCHC) with a suitable disclosed outcome.
- Ensure all application steps are fulfilled and the volunteers are assessed as suitable to the mentoring role, including the completion of the Training Manual.
- Identify learning needs and areas of difficulties, skills, strengths and attributes, and determine the age, gender and child most suitable for linking with appropriate auntie and/or uncle;
- Approve volunteers and facilitate suitable link options, performing additional assessments if deemed necessary;
- Decline volunteers assessed as unsuitable and provide them with appropriate feedback.

Provide support, advice and monitoring of links, with the aim of facilitating positive mentoring relationships –

- Inform parent/s, child, auntie and/or uncle of the matching process at intake and when there is possibility of a link;
- Match volunteers with a child where an area of commonality or shared interest has been identified, providing each with information and a choice about meeting;
- Support all parties through the linking process as necessary, by telephone, email and home visits;
- Assist all parties establish boundaries and develop a positive relationship;
- Perform six month review by telephone, email or home visit if needed;
- Perform twelve-monthly evaluations by home visits to family and auntie and/or uncle via the most appropriate method, however, suitable interim contact should be maintained;
- Provide all mentors with a copy of the Aunties and Uncles Queensland Child Protection Policy which is in line with current child protection legislation. Mentors must be aware of and be willing to adhere to its contents. In the event of an incident or concern Coordinators must determine whether intervention and/or notification is required to ensure the safety and wellbeing of children;
- Provide advice to aunties and uncles on child management, communication with parents and other areas of expressed difficulty;
- Provide advice and assist with addressing issues with parent, auntie and/or uncle where conflict or complex matters arise;
- Address concerns, observed or expressed, about the link or care of the child with parents and volunteers

Support and mediate if finalisation or graduation of a link is imminent –

- Assist the child, parent and auntie and/or uncle to make decisions about the continuation of links, and determine the most appropriate process of finalising and/or graduating links, with a focus on the child;
- Provide debriefing of all members when links finish and determine involvement and factors to be considered in future links;
- Discuss options for auntie/uncle to remain in the program after link finishes if appropriate;
- Assess appropriateness of links experiencing difficulties and determine if possible to resolve and make decision to terminate if not in the best interest of the child to continue;
- Manage the graduation of links as required.

Other duties -

- Respond to incoming enquiries by providing verbal and written information to parents/carers, prospective volunteers and organisations. This is in conjunction with the Administration Manager.
- Maintain thorough, up to date, accurate and confidential case records using the Aunties and Uncles Complete Information Management (KIM) system.
- Develop feedback opportunities to volunteers and clients of the service through evaluation interviews and written forms, and use these to determine changes and direction of the program. This also includes facilitation of Mentor Support Group Meetings to provide additional support and opportunities for feedback, information sharing and mentor skill development.
- Maintain and refine operational documents, policies and procedures for screening, assessing, linking and reviewing parties linked through the program in conjunction with the Links Committee.
- Respond to telephone calls to the program's mobile phone, regularly monitoring messages left on the phone, in addition to monitoring and responding to emails as soon as practical (during working hours).
- Keep accurate records and supply fortnightly time sheets in accordance with organisational policy and include records of kilometres travelled for reimbursement of motor vehicle allowance.
- Participate in professional supervision, peer support activities, Links Committee meetings, monthly induction sessions, Mentor Support Group meetings and regular Aunties and Uncles picnics.
- Provide material for inclusion in the Links Newsletters.
- Perform other duties as directed from time to time to suit organisational requirements and which are broadly consistent with your role.

The ideal applicant will:

- Be passionate about improving the lives of children and engaging the community to support the Aunties and Uncles program.
- Be self-driven, highly motivated and results driven

To Apply:

To apply for the position please email your resume and a two page letter outlining how your experience equips you to be successful in this role to kelly@auntiesandunclesqld.org.au by 5pm, Friday 7th June, 2019