



## To the Applicant

This pack contains information relating to the advertised position of Program Coordinator, Reconnect Program (Rockhampton) and includes information relating directly to the position as well as information regarding the auspice body Fitzroy Basin Elders Committee Inc.

This pack includes:

- A copy of the Position Description
- Information about the Service
- Position Application including the Key Selection Criteria

Please note, that the closing date is **9am Monday 22 April 2013** and applicants will be shortlisted ASAP.

Thank you for interest in the position and if you have any enquiries relating to the advertised position, please contact me.

Melissa Lawton

Executive Officer

Fitzroy Basin Elders Committee Inc.



## POSITION DESCRIPTION

### Key Responsibilities

#### Project Development

- Provide support & direction to the Reconnect team in line with annual work plans.
- Strategic Planning, review & evaluation at a service delivery level.
- Facilitate & prepare annual work plans, evaluation, reports and other activities required to meet service agreements.
- Notify the Executive Officer of all complaints, grievance & conflicts from staff or clients & conflict resolution processes where necessary.
- Coordinate & implement all Action Research processes & ensure related documentation submitted to the funding body is required.
- Ensure all data collection requirements are met by due dates.
- Meet with the Executive Officer on a monthly basis to provide service updates & to consult on the ongoing service provision and associated task, including regular Financial Reporting.
- Oversee the daily operations of the Reconnect Service & report within the coordinators professional discretion, all matters that concern the Fitzroy Basin Elders Committee Inc.
- Participate in collaborative partnerships in the community services sector of Rockhampton, Mt Morgan and Coastal areas.
- Develop, monitor and review promotional material of Reconnect.

#### Human Services

- Supervise & support Reconnect staff in their duties.
- Oversee & facilitate all activities related to staff, volunteer and student recruitment.
- Conduct performance appraisal of Reconnect staff & volunteers.
- Facilitate annual planning days with Reconnect staff.
- Ensure the service is operating in line with all relevant statutory laws and regulations.

#### Financial Management

- Monitor & review monthly accounts and annual budgets & be accessible to the Executive Officer & Financial Officer for the payment or verification of accounts.
- Ensure the service operates within the budget approved by FAHCSIA.
- Act as the contact person for the auspice body and take responsibility for all communication relating to the budget.
- Identify funding opportunities for the Reconnect program & services & prepare funding submissions.
- Monitor & improve brokerage expenditure with specific policy guidelines
- Provide timely & accurate documentary evidence of expenditure to the auspice body.

#### General

- Consistently implement the values & best practice principles of Reconnect.
- Maintain professionalism & respect for youth & families in crisis and advocate for family reconciliation
- Maintain all administration requirements & keep records in order.
- Actively engage in Action Research.
- Provide monthly reports to the Executive Officer.
- Work effectively with the Reconnect team & actively facilitate & participate in staff meetings
- Undertake training & professional development opportunities for yourself & staff.
- Relieve Case Managers in Rockhampton, Mt Morgan & Coastal areas when required.
- Assist in the development & implementation of group programs that aim to strengthen family relationships & social & emotional wellbeing of young people & their parents/carer's.

## Case Manager Duties

- Operating under Case Management Model provide flexible & responsive support tot young people & their families that empowers them to secure sustainable positive futures.
- Support young people to access key service & build support networks in their community & where necessary, provide advocacy
- Prepare written assessment reports for Centrelink & provide support, liaison & advocacy for young people in relation to Centrelink matters.
- Facilitate Case Management for young people & their families in consultation with the Reconnect staff.
- Work towards the goals & objectives of the Reconnect Program in accordance with the existing Service Agreement & within parameters of the Reconnect Program.
- Maintain relevant statistical & Case Management records.
- Consult & liaise with key agencies to:
  - Establish & maintain best practice for early intervention
  - Develop & maintain protocols for working partnerships & joint case management.
  - Support agencies targeting early intervention clients.
- Contact & engagement with the client & the establishment of a supportive relationship.
- Assessment of the clients' needs – establish objectives of each participant & monitoring progress.
- Provide basic counselling, which includes guidance, assistance, encouragement, building self –esteem & confidence.
- Referral of clients to appropriate services, coordinating their activities with other organisat ions & prOvide advocacy with other agencies where necessary.
- Provide practical support such as assistance or transport to attend interview & appointments where it is necessary to facilitate the client access to services & assistance.
- Provide support & direction to the Reconnect staff in line with annual work plan.
- Participate in collaborative partnerships in the community services sector of Rockhampton, Mt Morgan & the Coastal areas.
- Develop, monitor & review promotional material of Reconnect.
- Conduct Family Mediation when required.

Fitzroy Basin Elders Committee Inc.

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