



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>FAMILIES COORDINATOR</b>	<b>Version:</b>	<b>2.0</b>		
<b>Position Reports to:</b>	Counselling and Families Manager				
<b>Program:</b>	Counselling and Families				
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
<b>Role Level:</b>	<b>Coordinator</b>	<b>Direct Reports:</b>	<b>Yes</b>	<b>Classification Level:</b>	<b>6</b>
<b>Date reviewed:</b>	<b>10/2024</b>	<b>Reviewed by:</b>	<b>C&amp;FM, HR, CEO</b>	<b>Date next review:</b>	<b>10/2026</b>

### ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron and Zillmere. We have approximately 80 staff and 130 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

#### **Our Vision:**

Our communities will thrive and be resilient by being engaged, connected, and supported.

#### **Our Mission:**

To be a responsive, adaptive, and sustainable organization to meet the changing needs of our communities.

#### **Counselling and Families at Encircle**

The Counselling and Families Team deliver Counselling and Family Support programs that Encircle implements on behalf of the Queensland Government and the Australian Government.

Encircles team of qualified and experienced, professional Counsellors provide essential support to individuals and families across the communities we support, delivering *Generalist Counselling, Family Therapy, Specialised Domestic and Family Violence Counselling, and Children and Parenting* group work. The approach spans specialised individual therapy through to a variety of groups focussing on topics such as *Women's Wellbeing and Self Esteem, Circle of Security Parenting Program, Healthy Relationships Primary Prevention Programs* in schools and colleges and *My Super-powered Relationships* designed for children 8 to 12 years.

Our Counselling team also coordinate two significant community events during the year – the Moreton Bay Says No 2 Violence Campaign and the Candle Lighting Ceremony.

Our Family Support and Young Parents Program are designed to bring positive change for children and parents, in areas including family relationships, children's development and parenting. Our services and programs support families as they manage a variety of factors impacting their lives, e.g., individual or family trauma, domestic and family violence (DFV), substance use, financial hardship, or mental health impacts – often in the context of social stigma and isolation. We deliver outreach and centre-based services and provide tailored services building support networks and connections as well as specialised referral pathways. Our services help our clients navigate through life's various challenges including, financial hardship and the plethora of practical realities presented by pregnancy and parenting. Equipped with knowledge; skills; confidence; and greater connections to support systems, networks, and their community; our clients are able to confidently continue their family journey.

## **PURPOSE OF ROLE**

To coordinate the service delivery activities of the Families programs, providing management, mentoring and supervision to the team in line with organisational policies, procedures, and program KPIs promoting operational efficiency and effectiveness under the direction of the Counselling and Families Manager.

In conjunction with the Counselling and Families Manager, establish operational work plans and procedures which guide the Counselling and Families program activities and align with organisational strategic plan.

Develop and implement therapeutic interventions framework that aligns with program KPI's and supports a strength-based Counselling and Families Service, utilising therapeutic evidence-based counselling intervention focused on strengthening and improving the lives of individual, families, and the community.

## **MAIN DUTIES AND RESPONSIBILITIES**

Manage and supervise the day-to-day activities of the Families Team, developing operational plans that align with the Organisations Strategic Plan.

Lead, mentor and support the Families Team to ensure the provision of therapeutic interventions are in line with program requirements and meets the needs of the community including implementation of services and interventions for individuals, couples, and families.

### **Duties:**

- Support the Families team to deliver evidence-based counselling interventions within a strength-based framework including meeting reporting and record management requirements and providing case management advice and support to the team.
- Manage the performance of the team including implementation of development and engagement initiatives, providing mentoring, supervision, and review of performance in line with organisational policies and procedures.
- Facilitation of data collection, client feedback and evaluation and analysis of data.
- Ensure appropriate referral networks are established and maintained.
- Develop operational plans in line with program KPIs and organisational strategic plans, regularly monitoring and reporting on progress.
- Participate in the design and facilitation and co-facilitation of group programs.
- Maintain effective and collaborative relationships with networks.
- Delegate and support student placement and supervision to senior counsellors/case managers.

- Ensure professional codes of practice and ethics are in place and adhered to within the service.
- Develop high level knowledge of all organisational policies and procedures, legislation pertaining to the Counselling team.
- Represent Manager at appropriate network meetings as agreed.
- Work cooperatively and collaboratively as part of the Encircle team to support a holistic and integrated client response.

**Delegated Authorities:**

- Families Team

**KEY POSITION OUTCOMES**

- Excellent organisational skills and ability to priorities and multitask.
- Strong decision making ability and attention to detail.
- Ability to train and supervise staff and students
- Highly developed computer and administrative skills
- Proven experience in managing multiple levels of internal stakeholder relationships
- A high degree of professionalism and well developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers, staff, volunteers and Board
- Demonstrated understanding of, and commitment to the principles of Social Justice

**POSITION REQUIREMENTS**

**Qualifications:**

- Relevant degree essential with post-graduate qualifications well regarded.
- Minimum of 5 years clinical experience.
- Eligibility for professional membership relevant discipline.

**Capabilities:**

- Work under limited direction from Manager exercising a degree of autonomy.
- Supervision of staff including implementation of performance management activities and engagement initiatives
- Develop comprehensive knowledge of policies and procedures including relevant legislation in the area of specialisation or discipline.
- Manage significant projects and/or functions.
- Solutions focused practice, documenting techniques, precedents, and instructions.

**Previous Experience:**

- Front line management or coordination experience in a complex environment.

**Other:**

- Police Check
- Working with Children Check (QLD Blue Card)
- Eligible for registration with PACFA or equivalent



## KEY SELECTION CRITERIA

**KSC1:** Demonstrated understanding of Social Justice principles.

**KSC2:** A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers and staff.

**KSC3:** Well-developed computer skills that include the management of client records, database management, collection of statistical data and report writing.

**KSC4:** Demonstrated management experience, including the management and supervision of a diverse team of professional staff.

**KSC5:** Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQ+ backgrounds and other vulnerable population groups and the ability to respond by utilising a community development approach.

**KSC6:** Demonstrated ability to apply a range of therapeutic interventions when working with individuals and families, within a strengths-based framework.

### Key Documents:

- Organisational Policies and Procedures
- Program practice Manuals
- Practice Framework

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

