

POSITION DESCRIPTION



Information, Referral & Support: Coordinator

Title	Information, Referral & Support (IRS) Coordinator
Award	Social, Community, Home Care, and Disability Services Industry Award 2010 (SCHCADS) plus superannuation and salary packaging benefits
Classification, Grade & Level	SCHCADS Award at CDW (Community Development Worker) Level 6 (year dependent on experience and skills)
Employment Details	0.8/0.9 FTE Negotiable* (0.4 FTE Coordination and 0.4/0.5 FTE Service Delivery)
FTE	7.5-hour day
Position Reports to	Executive Officer
Ordinary Location(s)	St Kilda: incumbents may be required to work from or be based at other PPCG sites or service delivery locations
Probation Period	6 Months
Date	January 2023

ORGANISATION OVERVIEW

The Port Phillip Community Group (PPCG) is a provider of welfare and support services, community development, financial counselling, recreation, and skills development and pathways to further education and employment. Operating from four main sites in the City of Port Phillip – St Kilda, East St Kilda, South Melbourne and Port Melbourne, PPCG staff and volunteers work in partnership with the community to deliver positive outcomes for all members of the community. Further information is available at www.ppcg.org.au

PPCG VISION, PURPOSE AND MISSION

Our Vision: *A fair, just and inclusive community.*

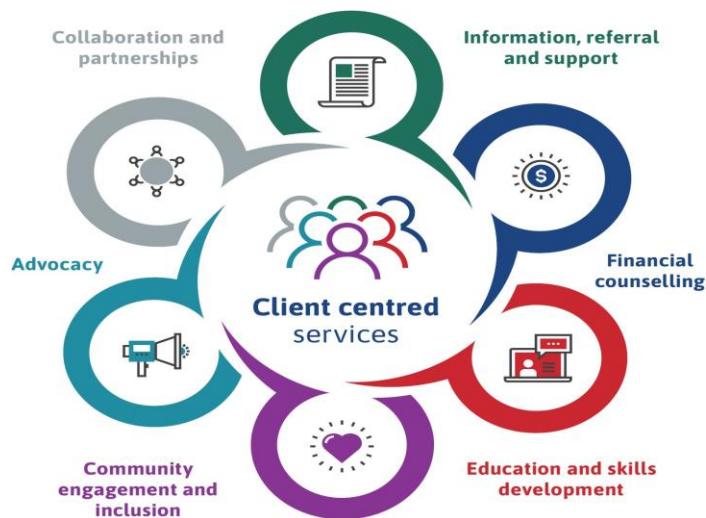
Our Purpose: *We support individuals, families and communities to live with dignity and self-determination.*

Our Mission: *We provide responsive services in partnership with individuals, families and communities to empower people to achieve their goals.*

PPCG SERVICES AND ACTIVITIES

The PPCG Service Model incorporates a client centred, open-door policy combined with collaboration and partnerships that build on feedback from key stakeholders and community. Services include:

- Information, referral and support, including emergency relief and material aid.
- Financial counselling, tax help and no interest loans.
- Community engagement and inclusion through social, recreational and well-being groups.
- Education and skills development, along with pathways to employment.
- Advocacy to reduce inequity, social exclusion and poverty.



PPCG VALUES

Respect	We treat all people and each other with dignity and respect
Equity	We promote fair and equitable access to all our services and resources
Inclusiveness	We embrace diversity, celebrate difference, and encourage participation
Empowerment	We work with individuals, families and communities to build on their strengths and to achieve their goals
Accountability	We approach our work in open and transparent ways and encourage feedback to improve our services and resources

POSITION OBJECTIVES

The IRS Coordinator is one of two leadership positions that work with the Executive Officer to collaboratively manage Port Phillip Community Group as a whole.

The IRS Coordinator is responsible for providing coordination and leadership to a team of Information Referral Support (IRS) and Service and Administration Support (SAAS) Workers, connecting with the local community, and building networks and pathways for PPCG Clients. The role is comprised of 0.4 FTE IRS Coordination and 0.4/0.5 FTE IRS Service Delivery.

The IRS Coordinator is responsible for the provision of the following services:

- Emergency relief and material aid, crisis, and broad support to eligible clients through equitable and confidential assessment of their needs for material aid and other assistance.
- Information, support, referral, and advocacy services for clients and/or to empower clients to address their issues by providing them with the necessary resources to do so.
- Supervising and supporting IRS and SAAS staff, volunteers and students as part of IRS.
- Maintaining professional standards of service delivery and quality assurance.

The IRS Coordinator role is comprised of 0.4 FTE IRS Coordination and 0.4/0.5 FTE IRS Service Delivery.

Key responsibilities of IRS Coordination include:

- In collaboration with the Executive Officer and Manager Community Engagement and Inclusion, actively participate as a member of the PPCG Leadership Team.
- Provide leadership in the delivery of IRS Services, including service review, quality improvement, innovation, and foster a harmonious and collegiate environment.

- Ensure that all IRS services and frameworks reflect the values of the organisation, and contemporary professional and ethical standards.
- Maintain and/or contribute to up to date knowledge about all PPCG programs and community and other sector-related services (including housing, health, legal).
- Prepare IRS reports and acquittals, and contribute to program, organisation reports, submissions, and policy.
- Provide authoritative advice and information in relation to IRS, general trends and community issues identified through the service.
- Attend CISVic (Community Information & Support Victoria) and other stakeholder and partner network meetings.
- Sign off on IRS related purchases e.g., food purchases, food vouchers and other material aid and emergency relief.
- Ensure appropriate supervision arrangements for IRS, SAAS, volunteers and students relating to IRS and promote best practice, including debriefing as required.
- Operational line management of financial counselling staff, including HR and roster co-ordination, e.g., backfill and leave approval.
- Facilitate monthly IRS meetings.
- Actively participate in service delivery shifts as part of IRS that include:
 - Triage: receive and support clients, establish eligibility, provide initial assessment, prioritise client needs, and provide support and referrals as appropriate.
 - Provide emergency relief and material aid to eligible clients through equitable and confidential assessment.
 - Make referrals and advocate on behalf of clients and service users.
 - Maintain client records, as per PPCG client data bases.

Professional Development

- Lead and support professional development and training opportunities for IRS, SAAS, volunteers and students, including annual performance reviews.
- Participate in own PPCG performance development and review process.

OCCUPATIONAL HEALTH & SAFETY

- Ensure that all IRS operations comply with OH&S requirements and that all activities undertaken are conducted in a safe manner at all times.

POSITION REQUIREMENTS – Key Selection Criteria

Mandatory Qualifications and Experience

1. Tertiary qualification in the human services field.
2. Previous leadership experience in similar or related service sector.
3. Previous experience in case work and/or emergency relief provision, and the ability to work as part of a team.
4. Highly developed counselling and active listening skills.
5. A sound understanding of systemic, social, and economic factors impacting on members of the community living on low incomes, in poverty, disadvantaged and/or marginalised.
6. High level interpersonal and communication skills, both oral and written.
7. High level advocacy and negotiation skills.
8. Computer literacy in Microsoft Office, client management systems, and social media.

Desirable

1. Understanding and knowledge of the local service system.
2. Current driver's licence.
3. First Aid Certificate.

PERSONAL QUALITIES

Resilience: Demonstrated ability to persevere in achieving objectives and coping effectively with setbacks and problems.

Initiative and accountability: Taking responsibility for actions and proactively implementing processes and systems, addressing issues in a timely and effective manner.

Empathy and cultural awareness: Demonstrating an interest in and an appreciation of a range of cultures, and actively seeking to understand and effectively respond to the views and issues of others.

Continuous quality improvement: Identifying continuous quality improvement opportunities and acting upon these when/where relevant.

Probation Period: Appointment is subject to a satisfactory six-month probationary period.

ADDITIONAL NOTES

- All PPCG staff are employed under the *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)* in conjunction with the National Employment Standards (NES). The NES and the Award are not incorporated into this contract as the employer is already required to provide these terms and conditions to their employee.
- In addition, PPCG employees are bound by the properly approved policies and procedures of the organisation, which may be updated and/or varied from time to time.
- PPCG is committed to providing and maintaining a working environment which is safe and without risk to the health of its staff and service users. The organisation is a smoke-free workplace.
- Flexible working hours: staff may negotiate their hours of employment between 8:00am and 6:00pm, based on meeting operational needs of PPCG and its service users.

Offers of employment are contingent upon:

- A successful reference check (all positions).
- Non-adverse criminal record check (all positions).
- Pre-existing injury: a full disclosure of any pre-existing injury (or injuries), illness or other health related issues that may impact the incumbent's ability to perform their role; or that may be affected by employment in this position.
- Fitness for work medical examination (specific positions).
- Holding and maintaining a valid 'Working with Children Check' (all positions).
- Current COVID-19 Vaccination Certificate.
- Willingness to work within agreed PPCG Code of Conduct.
- *Some roles may require candidates to undertake psychometric testing prior to appointment.*

PPCG reserves the right to terminate your employment without notice should you be found to have engaged in serious and/or wilful misconduct.

PPCG is an equal employment opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve.