

## POSITION DESCRIPTION

<b>Position Title:</b>	Indigenous Support Coordinator
<b>Department:</b>	Employment Services

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

### PRIMARY PURPOSE OF ROLE

Administer the Indigenous Wellbeing Support Program (IWS) by working with and supporting Indigenous clients experiencing difficulties with drug and alcohol abuse, criminal justice system or violence, including promoting the program, maintaining effective relationships with clients and stakeholders, providing links and referrals to mainstream and Indigenous services, and coordinate activities.

The position is performance based with an expectation of achieving measured outcomes and key performance indicators.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

### Key Relationships

<b>Internal</b>	<p>Reports on a day to day basis to the Area Manager</p> <p>Works in collaboration with and provides support to other Indigenous Support Coordinators and relevant MADEC staff</p>
<b>External</b>	<p>Centrelink</p> <p>Relevant Network Groups</p> <p>Local employers</p> <p>Education and training providers</p> <p>Other referral services and programs</p> <p>Local Police and Courts</p>

## KEY RESPONSIBILITIES / DUTIES

Conduct intake assessment to ensure clients meet the requirements of the program

Complete thorough assessments and support plans

Identify appropriate support needs and coordinate the referral of Indigenous people and their families to relevant service providers via face to face contact in a sensitive and welcoming environment.

Provide case management support to keep the client engaged in the program and with external service providers

Have a knowledge of a broad range of Indigenous specific and mainstream services/providers and be able to advise clients on options available

Support and enhance the development and maintenance of relationships with other service providers and promoting access and pathways to their services

Ensure cultural awareness sensitivities in delivering these services

Organise and facilitate meetings in the promotion of the IWS program and its services

Efficiently and effectively undertake the daily operations, administrative tasks, policies, procedures and reporting associated with delivery of the program

Ensure activities comply with guidelines and contractual obligations

Ensure that Key Performance Indicators (KPI's) are achieved in line with the contract and funding agreement

Provide mentoring to MADEC's participants and employers

Provide reports as required in the Agreement Deed

Maintain accurate, timely and relevant information on client files and IT systems

Maintain privacy and security of all records according to relevant privacy legislation and policy

Attend and participate in regular staff meetings

Actively promote MADEC and all of its services to the wider community

### Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

## Qualifications and Experience:

	Essential	Desirable
<b>Qualifications</b>	Current driver's licence	Certificate III or above in Community Services or related area
<b>Experience:</b>	<p>Proven track record of achieving designated targets and measured outcomes</p> <p>Working with Indigenous and community projects with an understanding of timelines and successful outcomes</p> <p>Experience working with Indigenous people</p>	
<b>Skills:</b>	<p>Effective time management skills</p> <p>Commitment to quality assurance practices to carry out procedures that meet the obligations contractual and regulatory requirements</p> <p>Excellent communication and customer service skills</p> <p>Sound computer skills</p> <p>Empathetic attitude towards clients/participants</p> <p>Indigenous cultural awareness</p>	
<b>Competencies</b>	<i>All employees must:</i>	
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>	
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>	
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>	
Customer focus	<p>Ensure internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>	
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>	
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>	

### ***Trust, Honesty and Accountability***

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

#### **Competency**

- Accountability
- Communication
- Integrity

#### **The actions:**

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

### ***Dignity and Respect***

The right of each and every person to be treated with respect and dignity.

#### **Competency**

- Integrity
- Communication
- Team Work

#### **The actions:**

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

### ***Initiative and Creativity***

The initiative and creative potential of individuals and the contribution they can make to MADEC.

#### **Competency**

- Adaptable
- Customer focus
- Team Work

#### **The actions:**

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

### ***Growth and Development***

The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide a culture that supports continual learning.

### ***Quality and Continuous Improvement***

The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

#### **Competency**

- Adaptable
- Integrity
- Customer focus

#### **The actions:**

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

### ***Economic, Social and Environmental Sustainability***

The principles and practices of economic, social and environmental sustainability.

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

**Position Description reviewed by:**

Employee Name:	[ ]	Title:	[ ]	Date:	/ /
-------------------	-----	--------	-----	-------	-----

**Employee acknowledgement of Position Description:**

Employee Name:	[ ]	Signature:	[ ]	Date:	/ /
-------------------	-----	------------	-----	-------	-----

Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.