

		Support Healing For Families Program Coordinator Position Description			MGR01	
Prepared By:	Tadashi Nakamura	Issued	01/02/2025	Copy no	1	
Authorised By	Executive Director, CS	Replaces		Page	1 of 4	
Reason for Amendment	New position					

POSITIONS DETAILS	SUPPORTING HEALING FOR FAMILIES PROGRAM COORDINATOR
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Corporate Services
REPORTS TO:	Executive Director, Corporate Services
DIRECT REPORTS:	NIL
EMPLOYMENT	Full-Time
CONDITIONS:	12-month fixed term contract. Key Performance Indicators will be reviewed quarterly. Prescribed Position
RELEVANT AWARD:	Educational Services (Post-Secondary Education) Award 2010

KEY POSITION OBJECTIVES
<p>The Supporting Healing for Families (SHFF) Program Coordinator will lead the implementation of the Western Adelaide healing model, a trauma-aware, culturally safe initiative co-designed with Aboriginal and Torres Strait Islander communities. This role is responsible for coordinating community awareness, healing, prevention, and professional development activities to support individuals and families impacted by trauma, including child sexual abuse. Key responsibilities include establishing governance structures, collaborating with the Management Committee and service providers, and ensuring all activities align with cultural protocols, safety standards, and the approved program design. The Program Coordinator will also oversee capacity-building initiatives, such as trauma-informed training, to empower staff, stakeholders, and community members to engage safely and effectively in the program.</p> <p>In addition to program delivery, the Coordinator will design and deliver professional development activities to service providers, equipping them to recognise and respond to disclosures of child sexual abuse effectively and safely. The role also ensures compliance with monitoring and evaluation requirements by collecting data, sharing success stories, and reporting progress to the National Indigenous Australians Agency (NIAA). By building strong relationships with Aboriginal and Torres Strait Islander Elders, stakeholders, and community groups, the Program Coordinator will foster partnerships to enhance service integration and deliver a meaningful, place-based healing model. Through collaboration, governance, and strategic planning, the Coordinator will contribute to strengthening social-emotional wellbeing and creating pathways for healing and prevention within the Western Adelaide community.</p>
KEY ACCOUNTABILITIES AND RESPONSIBILITIES
<p>1. Program Implementation and Coordination</p> <ul style="list-style-type: none"> • Lead the planning, implementation, and oversight of the Supporting Healing for Families (SHFF) project, ensuring alignment with the Western Adelaide healing model and project objectives. • Collaborate with service providers, Aboriginal and Torres Strait Islander Elders, and community stakeholders to co-design and deliver trauma-informed and culturally safe healing, awareness, and prevention activities. • Manage the development and delivery of community awareness campaigns, healing programs, and prevention workshops, ensuring activities meet cultural, safety, and quality standards. • Provide detailed reports and regular updates to the Management Committee, the National Indigenous Australians Agency (NIAA), and other stakeholders on project progress and outcomes.

2. Community Engagement and Relationship Building

- Build and sustain strong relationships with Aboriginal and Torres Strait Islander Elders, families, and community leaders to support community-led decision-making and ownership.
- Engage with community groups and stakeholders to ensure the program reflects local needs, cultural values, and priorities for healing and prevention.
- Foster partnerships with local organisations, healing service providers, and agencies to enhance the availability and quality of healing and prevention options.
- Promote community participation and leadership in program activities, including awareness campaigns, healing sessions, and prevention initiatives, using targeted and culturally appropriate communication strategies.

3. Cultural Safety and Trauma-Informed Practices

- Ensure that all program activities are culturally safe, trauma-informed, and responsive to the needs of Aboriginal and Torres Strait Islander participants.
- Collaborate with cultural leaders and Elders to integrate Indigenous healing methodologies and perspectives into program design and delivery.
- Provide cultural mentoring, guidance, and capacity-building support for staff and service providers, reinforcing respectful and trauma-aware practices.
- Monitor and address concerns related to cultural safety, ensuring participants feel validated, supported, and understood in their healing journeys.

4. Professional Development for Service Providers

- Design and deliver professional development activities for service providers, focusing on recognising and responding to disclosures of child sexual abuse in a trauma-aware and culturally sensitive manner.
- Identify opportunities for ongoing capability building among staff, Management Committee members, and community organisations to strengthen trauma-informed and healing practices.
- Collaborate with training providers to develop and deliver tailored professional development that aligns with the Western Adelaide healing model.

5. Monitoring, Evaluation, and Reporting

- Implement the Monitoring, Evaluation, and Learning framework to track program progress, effectiveness, and alignment with objectives.
- Collect, analyse, and report data from program activities, including participant feedback, community engagement levels, and the impact of healing and prevention initiatives.
- Prepare comprehensive reports for the Management Committee and NIAA, highlighting successes, challenges, and opportunities for improvement.
- Document and share good news stories and lessons learned to promote continuous improvement and celebrate program achievements.

6. Risk Management and Problem-Solving

- Identify, assess, and manage risks related to program delivery, including cultural sensitivities, trauma triggers, and logistical challenges.
- Develop and implement protocols to ensure safety, legal compliance, and ethical standards for all participants and staff.
- Resolve conflicts and challenges using culturally appropriate and trauma-informed approaches, ensuring swift and respectful resolutions.
- Proactively address potential barriers to the program's sustainability, maintaining its long-term impact and success.

7. Other duties as required.

The Employee shall perform the duties set out in the Position Description. These duties may be modified and updated by the Employer following agreement with the Employee.

PERSON SPECIFICATION

Skills & Knowledge:

- **Deep Cultural Understanding:** Comprehensive knowledge of Aboriginal and Torres Strait Islander cultures, including cultural protocols, values, and healing practices, particularly in relation to trauma, child safety, and intergenerational healing.
- **Program Coordination Experience:** Proven experience in designing, coordinating, and delivering community-based programs, preferably within Indigenous or culturally diverse settings, with a focus on healing, prevention, and community engagement.
- **Trauma-Informed Expertise:** Strong understanding of trauma-informed care and culturally safe practices, with the ability to incorporate these approaches into program activities and provide effective support for participants.
- **Communication and Collaboration:** Exceptional communication and interpersonal skills, with the ability to build respectful, collaborative relationships with Elders, community members, service providers, and other stakeholders.
- **Project Management Proficiency:** Excellent organisational and project management skills, including the capacity to manage complex programs, coordinate diverse activities, meet deadlines, and achieve program objectives.

Previous Work Experience:

- **Program Management Expertise:** Demonstrated experience managing or coordinating community programs focused on healing, cultural safety, or trauma-informed care, particularly within Aboriginal and Torres Strait Islander communities.
- **Collaborative Partnerships:** Extensive experience working collaboratively with Elders, community leaders, service providers, and mental health wellbeing workers and clinicians to ensure culturally appropriate program design, delivery, and engagement.
- **Project Management Skills:** Proven success in planning, implementing, monitoring, and reporting on initiatives addressing social or community issues, with a strong emphasis on achieving measurable outcomes.

Personal Attributes:

- **Cultural Sensitivity:** Deep respect and understanding of Aboriginal and Torres Strait Islander cultures, including cultural protocols and their importance in program delivery.
- **Empathy and Compassion:** Genuine care for individuals and families affected by trauma and abuse, with a commitment to providing sensitive and supportive engagement.
- **Leadership and Initiative:** Strong leadership skills, with the ability to inspire and guide teams while driving program goals and fostering a culture of collaboration and excellence.
- **Adaptability and Flexibility:** Openness to adjusting plans and approaches to respond effectively to evolving community needs and project challenges.
- **Interpersonal Skills:** Exceptional ability to foster trust, build positive relationships, and communicate effectively with community members, Elders, and stakeholders.
- **Commitment to Social Justice:** Passionate about community empowerment and improving the wellbeing of Aboriginal and Torres Strait Islander peoples.
- **Resilience and Patience:** Ability to work effectively in emotionally challenging situations, managing the demands of trauma-informed work with grace and professionalism.
- **Collaborative Mindset:** A team-oriented approach that values diverse perspectives and builds strong partnerships to achieve shared goals.

Qualifications & Training:

- **(Essential) Certificate IV or above in Community Development or a related field**
- (Desirable) Tertiary education (e.g. degree in Social Work, Community Services, Public Health, or a related field)
- (Essential) Current DHS Working with Children Check (or prepared to obtain).
- (Essential) Responding to Risks of Harm, Abuse and Neglect – Education and Care (or prepared to obtain).
- (Essential) Driver’s License

VISION, PURPOSE AND VALUES

Vision statement

The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training & development.

Values

- **TRUST** Building strong relationships
- **ACCOUNTABILITY** Being observable and authentic
- **UNIQUENESS** Offering exceptional learning experience
- **OPEN** Creating business for new ideas and opportunities
- **NETWORK** Growing community and stakeholder footprint
- **DIVERSITY** Valuing cultures through respectful engagement
- **INTEGRITY** Conducting business truthfully and ethically

KEY RELATIONSHIPS

Internal

- Management
- Management Committee
- Program Staff and Volunteers
- Cultural Advisors/Elders

External

- Aboriginal and Torres Strait Islander Community Members
- Healing/Wellbeing/Health Service Providers
- Elders and Community Leaders
- Funding Bodies and Government Agencies

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____