



Job Package

NPSS Coordinator

Located in Coffs Harbour, Port Macquarie or Taree office

Pathfinders

Pathfinders is a community based organisation providing supported accommodation and homelessness services, family and youth support services, Juvenile Justice and Out of Home Care services across the New England, Mid-North Coast and North West Tablelands of NSW. Pathfinders' vision is that all children, young people and their families will have a home where they feel they belong, are free from abuse and neglect, are able to achieve their full potential and are supported by appropriate and timely community services.

Non-Placement Support Service (NPSS program)

The Non-Placement Support Service (NPSS) program is a fee-for-service brokerage partnership with Department of Communities and Justice (DCJ) and other Non-Government Organisations (NGO's). The Department of Communities and Justice contract Pathfinders to provide a range of services to children and young people in Out of Home Care (OOHC) and their families.

Non-Placement Support Services (NPSS) Coordinator

The NPSS Coordinator will:

1. Be responsible to the NPSS Senior Coordinator within Pathfinders Ltd.
2. Implement strategies to achieve the goals of the NPSS Program and comply with all funding body and regulatory requirements
3. Adhere to the position description for the NPSS Coordinator, staff Code of Conduct, Policies and Procedures of Pathfinders and all terms and conditions of the Employment Agreement.
4. Manage, coordinate and participate in the day-to-day operations of the NPSS Program and provide direct service delivery as needed.

5. Provide leadership and direction to NPSS staff to ensure the delivery of high-quality youth and family support services and the contractual and statutory compliance with funding bodies and regulatory authorities.

To be suitable for this role the NPSS Coordinator will exhibit empathy, compassion and have a strong commitment to children, families, and community.

The NPSS Coordinator will require knowledge and understanding of the issues that affect Aboriginal and their families in providing cultural support and to provide services to Aboriginal and non-Aboriginal children, young people, and families.

All staff have a strong commitment to privacy and are expected to maintain strict confidentiality standards.

Essential Criteria

1. Leadership and team management: The NPSS Coordinator will have experience in a leadership role, and/or display effective leadership, conflict resolution and mediation skills and the ability to provide feedback to staff in a constructive and confident manner.
2. Excellent communication skills: The NPSS Coordinator must have excellent communication skills, both written and verbal, in order to effectively communicate with families, caregivers, and other professionals.
3. Strong organisational skills: The NPSS Coordinator must be highly organised and able to manage a large volume of information and tasks.
4. Attention to detail: The NPSS Coordinator must have exceptional attention to detail, as they will be responsible for accurately documenting and updating family information and contacts.
5. Ability to work independently and as part of a team: The NPSS Coordinator must be able to work independently and be a self-starter, but also collaborate effectively with other professionals and team members.
6. Ability to manage sensitive information: The NPSS Coordinator must be able to manage confidential and sensitive information with absolute discretion and professionalism.
7. Computer literacy: The NPSS Coordinator must be comfortable using various computer programs, including Microsoft Office, email, and database management systems.
8. Education and experience: The NPSS Coordinator should have a relevant qualification and/or previous experience working in the OOHC field, providing supervision of birth family contacts and mentoring services.

9. Commitment and empathy: The NPSS Coordinator must demonstrate a strong commitment to supporting families and children and possess a high degree of empathy and sensitivity in their interactions with families.
10. Willingness to adopt the Pathfinders philosophy and engage in training when provided.
11. Provide First Aid Certificate or willingness to obtain.
12. Provide a copy of full driver's licence.
13. Provide a current paid NSW Working with Children check number.
14. Provide a current National Criminal History check.

Desirable Criteria

1. Relevant tertiary qualification and a minimum of three years' experience working in community services, children's services or family work.

Conditions

This position is identified as child related employment and Prohibited persons under the Child Protection Act 2012 are not eligible to apply. The successful applicant will be required to provide a current Working with Children Check Number and a National Criminal History Check.

Inquiries

Position Enquiries:

Danielle Carter, **NPSS Senior Coordinator**

0428 057 845

daniellec@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants *MUST* follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience, including demonstrated skill in your area of interest.
 - A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two current work related referees (at least one referee should be a recent supervisor).
2. Please email applications to hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Position Description

NPSS Coordinator

Position Title:	NPSS Coordinator
Responsible to:	NPSS Senior Coordinator
Location:	Mid-North Coast
Program:	Non-Placement Support Services
Position Status:	Full Time
Salary:	SCHADS Award Level 5.3
Hours:	38 hours per week

Purpose of position

Purpose of position

The Non-Placement Support Services (NPSS) Coordinator is responsible for overseeing and coordinating all activities related to family contact and mentoring services for clients in need. The NPSS Coordinator will ensure that clients receive the best possible support and guidance from trained mentors and support workers to achieve their goals for personal growth and development. The position requires strong interpersonal skills, a keen understanding of family dynamics and support systems, and a strong ability to manage time and resources effectively.

All staff have a strong commitment to privacy and are expected to maintain strict confidentiality standards.

Specific tasks and responsibilities

Organisational Responsibilities:

1. Carry out all duties in accordance with the Policies and Procedures of the Pathfinders and service specifications of the Funding Body
2. Work collaboratively within the NPSS team and Pathfinders Ltd related services and external network partners
3. Coordinate all team activities, including staff meetings, training sessions, debriefings and staff supervision
4. Adhere to the Code of Conduct, professional boundaries, Pathfinders Policy and procedures, Privacy and Confidentiality obligations
5. Implement and review all organisational WH&S policies and procedures and WH&S legislative requirements
6. Provide regular supervision of NPSS staff
7. Maintain professional and personal boundaries with staff and clients at all times
8. Manage, maintain and support staff in a team environment
9. Work collaboratively with all internal and external stakeholders
10. Provide support, debriefing and discussion of issues that may need action or follow up with staff as requested
11. Develop and maintain a system of regular staff meetings
12. Undertake training and supervision as directed and required
13. Provide leadership in all matters or issues which foster teamwork and overall service quality
14. Positively promote the agency and build networks with other agencies
15. Complete all reasonable tasks as directed by NPSS Senior Coordinator

Service Delivery

1. Work to provide a caring, stable, and structured care environment for Children and Young People in accordance with NPSS Policy and Procedure, Philosophy, Principles and the NSW OOHC standards
2. Provide care for Children and Young People while in care in ways which meet their developmental needs (physical, emotional, intellectual, and spiritual), and have a positive effect on their self-

esteem, attachment, and security, in accordance with duty of care requirements and agency processes and philosophies

3. Perform a range of care and development tasks such as maintaining the physical environment, domestic duties, attending to health, nutrition, medical, educational, and recreational needs of Children and Young People if required
4. Provide appropriate support and assistance to Children and Young People who have experienced abuse/neglect, trauma, separation, grief, and loss and who present with challenging behaviours
5. Assist Children and Young People to develop social skills, problem solving and independent living skills as appropriate to their age and stage of development in mentoring sessions & temporary accommodation
6. Participate in the delivery of Behavioural Management Plans including management strategies, awareness of behavioural triggers and engaging in a therapeutic culture within the NPSS program
7. Model behaviours, values and actions that will provide positive reinforcement for Children and Young People in NPSS care in accordance with the Circle of Courage training program
8. Maintain professional and personal boundaries with staff and clients at all times particularly with birth families
9. Adhere to the Staff Code of Conduct
10. Attend and participate in regular staff meetings and professional development meetings.
11. Respect the confidentiality and human rights of the Children, Young People, and families at all times
12. Actively participate in all matters or issues which foster teamwork and overall service quality
13. Positively promote the agency and build networks with other agencies
14. Present all accounts, timesheets, and financial matters for processing to Coordinator
15. Ensure that Pathfinders property and vehicles are maintained to the appropriate standard

Record Keeping and Administrative Duties:

1. Process and maintain reports provided by NPSS Support Workers, including editing of reports to ensure they are free of errors and are of a high standard, saving and providing these reports to the appropriate caseworkers.
2. Rostering shifts in Deputy and approving timesheets.
3. Process NPSS invoicing in accordance with directions from finance.

4. Ensure all records, documents and computer files are securely stored and disposed of in accordance with organisational Policy & Procedures.
5. Maintain booking of fleet vehicles in Logbook Me.
6. Promote effective communication skills across the NPSS team
7. Ensure all NPSS service property, computers, equipment and vehicles are maintained in accordance with the Policy & Procedures.

Networking and Community Development:

1. Establish and maintain links within the local network of services, organisations and departments to enable prompt and accurate processing of referrals and requests.
2. Attend and participate in relevant meetings as requested.
3. Assist in developing new projects relevant to the NPSS service and client group
4. Ensure NPSS is promoted within the community and accessible to the target group

Professional Development:

1. Attend supervision and performance appraisal with the NPSS Senior Coordinator for support, debriefing and discussion of issues that may need action.
2. Undertake training as required
3. Manage the professional development of all NPSS staff

Pathfinders - Purpose and Goals

Pathfinders' vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

The challenge and vision Pathfinders has for our Families, Children and Young People is to provide them with opportunities to build strong and permanent relationships and be cared for in ways which build and expand their personal skills and life opportunities.

Pathfinders Vision

Thriving communities, in which all fully participate and develop freely through mutual trust and acceptance.

Pathfinders Mission

To empower people to live with hope and equal opportunity to achieve their potential.

The following principles guide our provision of services to children, young people and their families:-

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination on the basis of religion, gender, race, sexuality or disability
- Quality service provision on the basis of equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

Pathfinders across the New England and North West Tablelands and Mid North Coast

Pathfinders is located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family support services, juvenile justice, youth work, child protection, family referral services and Out of Home Care services.

Pathfinders programs and services include:

- Specialist Homelessness Services including our Women and Children’s Refuge
- Support Your Path (NDIS)
- Aboriginal Early Years Program
- Youth social, recreational, and vocational centre and programs
- Family Connecting Services to ensure assistance gets to families and their children when they need it.
- Refuge and supported accommodation services to young people
- Regional youth centre providing vocational skills development, education, and accreditation.
- Full-time residential support for young people in Out of Home Care (OOHC)
- Provision of long-term residential out-of-home-care services and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Parenting and family strengthening workshops and information sessions.
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people, and their families
- Field placements and training for local TAFE and University students seeking employment in human services.

I acknowledge and have read and understood my responsibilities associated with this Job Description.

Employee Signature

Date