



Njernda Aboriginal Corporation

NJERNDABORIGINALECORPORATION

POSITION DESCRIPTION

Family Services Coordinator (Identified Position)

PURPOSE OF THE ROLE

Under the limited direction of the Family Services Manager, the Family Services (FS) Coordinator is responsible for assisting the Family Services Manager by coordinating the day-to-day running of the activities of the below mentioned programs and services offered by the Family Services division. The FS Coordinator works very closely with the department's staff and trainees, providing expert advice and assistance to successfully implement the policies and procedures of Njernda Aboriginal Corporation and coordinates an effective and efficient service delivery, meeting program objectives and delivery of positive outcomes, working in close partnership with Aboriginal and mainstream agencies to better support the community.

Programs include:	
Supported Accommodation Assistance (SAAP)	Aboriginal Family Preservation and Unification Response
Family Violence	Crisis Accommodation
Orange Door	Transitional Accommodation
Integrated Family Services	Aboriginal Private Rental Assistance Program
Intensive Family Services	Care Hub Program
Unborn – Rapid Engagement	Early Help Program
Intake & Assessment	Emergency relief

Position Details	
Position Title:	Family Services Coordinator
Location / Department / Division:	Family Services, 103-107 Hare Street, Echuca VIC 3564
Reports to:	Family Services Manager
Positions reporting to this role:	18
Hours:	37.5 per week, full time
Budget / Funding:	
Award and Pay Grade / Level:	Award: SCHADS 2010 Level / Grade: 6
Pay Point classification (if applicable)	Pay point: 1
Position Description last reviewed:	22 September 2025

Key Accountabilities
This position will, under the limited direction of FS Manager, coordinate the day-to-day operational management of the programs and services provided by the Family Services Division (listed as above), and ensure service delivery is timely, culturally safe/appropriate, and within the program guidelines, budgeted funding and staffing FTE, ensuring compliance with legislations and standards.
Provide expert advice and assistance on the culturally safe/appropriate, trauma-aware embedded service delivery of the Supported Accommodation Assistance, Family Violence, Orange Door, Integrated Family Services, Intensive Family Services, Intake & Assessment, Aboriginal Family Preservation and Unification Response, Crisis Accommodation, Transitional Accommodation, Aboriginal Private Rental Assistance Program, Care Hub Program, Early Help Program, and emergency relief programs and services and achieving and recording of targets.
Assist the FS manager to develop, and maintain a constructive, and positive workplace culture which facilitates employee engagement, team spirit and support staff training and upskilling and provides an excellent service to the Aboriginal and Torres Strait community.
Assist and advise the Family Services team members and families to risk assess, plan, develop, deliver, monitor/review, and analyse family case management plans, and to develop strategies to continually improve the quality of services delivered.
Active and regular professional supervision and on the job support of assigned program and service staff, and trainees to ensure that they work within policy & procedure, ensuring staff and trainees comply with all case management requirements, and proper use of electronic data systems for mandatory internal and external reporting and timely and accurate recording of case management information and relevant notes in the relevant database.
Coordinate with the FS Manager in the hiring process to fill the budgeted FTE, and in developing and reviewing relevant role position descriptions.
Provide department specific orientation to new hires, and trainees, in coordination with FS Manager
Identify training needs of the staff and trainees and make recommendations to the FS Manager to facilitate their ongoing training and development.
Coordinate with the FS Manager in conducting timely staff and trainee appraisals / periodic performance reviews.
Facilitate and coordinate regular meetings with staff, trainees, families, and internal and external stakeholders.
Regularly and actively monitor staff workflows, department budgets, and regulating expenses, to ensure there are sufficient funds, equipment, materials, and other resources necessary to deliver the quality operational outcomes. Escalate timely, any relevant issues identified to the FS Manager with recommendations.
Actively assist FS Manager in the development of relevant policies and procedures for the department service delivery operations and outcomes.
Assist the FS Manager in the preparation of program / project briefings, business cases, funding proposals, federal and state Government submissions and reports as required by the funding bodies, government agencies and the CEO.
Actively assist the FS manager, in the assessment, review, and evaluation of program models of care including costs, best practice guidelines, program focus to ensure they provide an efficient and effective service to our clients/community members.
Participate in research and development activities and keeping up to date with trends and advancement in family and child protection activities.
Backfill FS Manager and Out of Home Care (OOHC) Coordinator role during period of leave, ensuring continuity of leadership and operational oversight.
Any other relevant duties, within scope of skill level and training, as required by FS Manager from time to time.

Organisational Responsibilities

Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees, and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality, and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

Njernda Values

All staff are expected to behave in a way that is in alignment with our values:	
Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance, and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships

Internal	External
Family Services Manager	Other ACCOs and mainstream services

FS and OOHC staff and trainees	DFFH
Chief Executive officer	Federal and State Government funding and reporting agencies and other Government bodies
Corporate Services and Finance team	External agencies
Human Resources	Healthcare service providers, and other similar service providers locally and in the region
Department managers and other Njernda Staff	Community members
Selection Criteria	
Essential:	
Qualifications	
Bachelor's degree or Post Graduate Qualification in the fields of Social Work or Community Services	
Skills	
- Demonstrated capacity and knowledge of managing intensive support program relevant to preventing the removal of children from family. - Demonstrated understanding of the Child Youth and Families Act and child protection procedures. - Demonstrated ability to connect with Aboriginal children and carers in cultural appropriate manner. - Demonstrated knowledge and understanding Aboriginal culture and issues relating to the needs of Aboriginal families in the area. - Experience in managing staff, developing strong team spirit, and managing conflict within the team. - Demonstrated experience in program development and managing team implementation - An ability to communicate effectively with Aboriginal people and handle issues in a sensitive manner. - An ability to conduct professional supervision, assess staff learning needs, review performance, and address staff Human Resource issues including performance issues. - Demonstrated strong written, verbal communication skills and information systems - Demonstrated ability to manage multiskilled, diverse teams to drive cooperation to deliver effective outcomes to community. - Demonstrated ability develop and work collaboratively partnerships with external parties - Understanding financial controls and procurement procedures required by programs and overseeing staff procurements - Strong Computer skills	
Experience	
Minimum 5 years of experience in a similar role	
Satisfactory evidence of:	
Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.	
Desirable:	
Work experience in regional Australia, in an Aboriginal organisation	

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / /

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File