



POSITION DESCRIPTION November 2021

Position	Brokerage Coordinator
Program Streams	Family Violence Integrated Services
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	PSI Coordinator / Manager Family Violence Partnerships
Remuneration	Level 5
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The brokerage coordinator reports to the manager family violence partnerships and is part of the team responsible for the approval and administration of flexible support packages (FSP) to women and children experiencing family violence. This position is responsible for coordinating and overseeing a range of operational and administrative services focussed on the administration and disbursement of FSP with the assistance of the brokerage administrator. Using excellent interpersonal and organisational skills, this position is responsible for overseeing data entry, telephone calls, correspondence, and acquittal spreadsheets to support the function. This role involves liaison with a diverse range of people, including WHW staff, representatives from government departments, suppliers and other organisations delivering services to those experiencing family violence. The ability to manage competing demands and to prioritise tasks and workloads is a requirement of this role. This position is expected to contribute to a culture of collective learning and collaborative work practices, including respectful and positive community within the team and organisation.

Key Result Areas and Responsibility

Oversee the administration and approval processes required for WHW's Flexible Support Packages.

- Coordinate and oversee responses to all inquiries relevant to the administration of the packages and, where appropriate, consult and share assessment workload with the RAMP/FSP team leaders.
- Oversee the FSP application process ensuring that applications are assessed and approved in a timely manner according to DHHS and WHW FSP guidelines.
- Ensure all FSP application documentation is accurate, complete and kept up-to-date in relevant data systems e.g. SHIP, acquittal, FSP database.
- Respond to queries relating to the supply of items, including those from suppliers.
- Populate the acquittal template when payment to each client is approved, ensuring all payments for each client are included in the one document.
- Supervise and work closely with the FSP administrator to ensure packages are administered and processed in a timely manner in conjunction with finance staff.
- Reconcile month-end transaction reports provided by finance to ensure payments entered on the SHIP data base and acquittal template match the finance journal ledger.
- Maintain confidentiality regarding workplace practice, information and communication.

Coordinate administrative support including the maintenance of various database and information systems required.

- Maintain confidentiality on all topics relating to the organisation, service users and colleagues.
- Oversee the maintenance of spreadsheets and applicable databases relating to the allocation of funds for FSP.
- Respond to requests for reports and other written documents, ensuring that all material is accurate and completed in a professional and timely manner.
- Provide other general administrative support to the RAMP/FSP team leaders and manager - family violence partnerships when required, where this relates to the FSP.

Provide supervision and effective human resource management for the brokerage administrator with support from the manager family violence partnerships, fostering a collaborative culture in line with organisational values.

- Have responsibility for the recruitment and induction of the brokerage administrator in conjunction with the coordinator / manager.
- Engage in and provide regular supervision tailored to the needs of the brokerage administrator to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Undertake annual performance development and action planning in conjunction with the manager and engage in regular reviews of the staff member to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for the brokerage administrator arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu of staff member.
- Undertake a probationary review with and offer an exit interview to an exiting staff member, with support from the manager, in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are brought the attention of the manager and dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Role model respectful and professional behaviour within the work environment at all times, displaying leadership, initiative, openness, honesty, genuineness and transparency.

Contribute to the development and achievement of organisational goals through regular supervision and participation in professional development activities.

- In collaboration with the PSI coordinator or manager family violence partnerships, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Attend relevant training provided by the organisation or outside bodies where appropriate.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Work closely with the finance team and brokerage administrator to ensure smooth integration of functions.
- Contribute to a culture of collective learning and collaborative work practices, including respectful and positive communication within the streams and organisation.
- Actively participate in program, stream and staff meetings and planning days.
- Actively participate in cross team and cross-stream mechanisms designed to facilitate links within the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the reconciliation action plan and the feminist audit tool

Key Selection Criteria

1. Demonstrated experience (at least 3 years) in an administrative coordination role, preferably in the not-for-profit sector.
2. Well-developed interpersonal and communication skills, with an ability to liaise with a diverse range of people including WHW staff, government officials, service representatives and other communities of interest.
3. Experience in recording and monitoring data and spreadsheets.
4. High degree of competence with a range of software programs from the Microsoft Office suite including Word and Excel and other relevant database systems, including Access.
5. Excellent communication skills with proven experience in producing documents/reports to a high standard.
6. Well-developed appreciation of the need for confidentiality in regard to the work of WHW, particularly in relation to clients, staff and management.
7. Ability to coordinate, develop and review effective office systems and procedures.
8. Ability to work independently and with minimal supervision.
9. Excellent attention to detail with a high level of professionalism.
10. Ability to work under pressure, manage competing priorities and to meet strict deadlines.
11. Experience supervising or mentoring staff and working knowledge of the family violence flexible support packages program both highly desirable

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women, and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact Megan Perry on 9689 9588.

To apply for this position, please send your written application responding to the key selection criteria marked 'Confidential' with three nominated referees, including your most recent line manager, to:

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au