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| Position description |
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| Position Title | Clinical coordinator |
| Position number: | DFFH/00 |
| Branch/Division/Team: | Community Operations and Practice Leadership, Statewide Disability and Housing Operations Group, Forensic Disability Services |
| Work location: | Multiple locations:  145 Smith Street, Fitzroy, Victoria 3065  100 Yarra Bend Road, Fairfield, Victoria 3078 |
| Classification: | VPS3 |
| Employment status: | Part time / Fixed term – |
| Position reports to | Manager, Forensic Disability Clinical Services |

# Role purpose

The Clinic Coordinator is responsible for supporting to the Forensic Disability Clinical Services by providing a full range of confidential, administrative, and operational support functions to the clinical team and its leadership.

## Department of Families, Fairness and Housing

The creation of the Department of Families, Fairness and Housing will allow for a dedicated focus on the community wellbeing and the social recovery of Victoria. The newly formed department will enable us to continue the extraordinary work of supporting Victorian’s, sharpening our focus on better services for 2021. It will also provide opportunities to deliver important work started before the pandemic and to lead bold and innovative reform. The department includes Child Protection, Prevention of Family Violence, Housing and Disability and Ageing and Carers. The department is also responsible for the key portfolios of Multicultural Affairs, LGBTQI+ Equality, Veterans and of offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities. The department also supports Family Safety Victoria, Homes Victoria and Respect Victoria.

## Forensic Disability Services

Forensic Disability Services within the Department of Families, Fairness and Housing operates under the *Disability Act 2006* and supports people with cognitive disability involved in the criminal justice system, who require specialist support and adapted intervention to address criminogenic needs.

The program operates alongside the broader justice and disability service system and other mainstream services, to address disability specific factors contributing to a person’s risk of offending.

The primary objective of forensic disability services is:

* enhance community safety by reducing the risk of reoffending among clients.
* foster clients’ independent living and enable them to achieve personal goals by improving their adaptive functioning skills and quality of life.

The services that make up the Forensic Disability Program are:

* Forensic Disability Statewide Access Services
* Disability Justice Coordination
* Forensic Residential Services
* Forensic Disability Clinical Services
* Youth Forensic Disability Clinical Services

**Forensic Disability Clinical Services**

Forensic Disability Clinical Services offers behaviour assessment, treatment and consultation services to people with a cognitive disability at risk of reoffending. Treatment consists of cognitive behavioural individual and group treatment programs in two areas:

* Offence specific treatment: sexual violence, physical violence and maintaining change
* Offence related treatment: exploring change; communication; managing anger differently; problem solving and emotion regulation.

Clinical Services also deliver a forensic disability mental health service which provides psychiatric consultation to people with a cognitive disability and history of offending. The service also operates a youth service which provides consultation, behavioural, cognitive behavioural and systemic interventions to young people and their families.

# Key accountabilities

#### Operating at value range 1, you will:

1. Effectively manage office processes and maintain corporate information systems for records management, financial information, fleet management, client payments and ministerial correspondence as required.
2. Answer queries, provide timely advice and take follow up action as required, including correctly redirecting incoming mail and queries.
3. Arrange meetings and conferences as required.
4. Manage and implement systems to support FDCS to complete required actions on time, accurately and in efficient manner as directed by Forensic Disability Services Directorate.
5. Undertake administrative clinical tasks. This may include but not be limited to managing assessment databases and providing concierge functions for clients who attend for assessment and treatment.
6. Operate as an effective branch member in a team environment and deliver quality, timely and effective customer service to managers and staff within the branch and to members of the public.
7. Provide quality customer help desk functions on office management procedures, policy and procedural guidelines and other administrative and general office functions.
8. Identify improvements and contribute to the development of new systems and processes in collaboration with the relevant subject matter experts across the department, to identify the most appropriate solutions.
9. Establish and maintain effective working relationships and ongoing consultation, communication and collaboration with key stakeholders.
10. Provide administrative support for meetings.
11. Maintain prescribed registers, data bases, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.
12. Operate as required by legislation and departmental standards and exercise the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions.
13. As required, attend hearings at the Magistrates’, Children’s, County and Supreme Courts as well as the Victorian Civil and Administrative Tribunal.
14. Participate actively in professional development opportunities.
15. Contribute to team planning, work process improvements and day-to-day administration.
16. Be professionally accountable for autonomous decisions that impact on clients and staff, made within bounds of department policy and with management support.
17. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
18. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
19. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

#### Operating at value range 2, you will perform all the above together with increasing involvement to:

1. Providing guidance to others in the work area and related areas regarding processes and systems.
2. Identifying and working collaboratively to implement system improvements within unit or professional field.
3. Understanding stakeholder needs and applying that knowledge to achieve local objectives.
4. Providing administrative leadership across FDS.
5. Developing and implementing new and effective administrative tools and systems across FDS.
6. Undertaking more complex tasks and projects under direction across FDCS or FDS generally.

# Key selection criteria

### Knowledge and skills

1. Advanced computer skills: uses a wide range of software applications such as word processing and spreadsheets; assists others with problem-solving on word processing and related applications.
2. Planning and organising: identifies processes, tasks and resources required to achieve a goal; identifies more and less critical activities and operates accordingly, reviewing and adjusting as required; develops and implements systems and procedures to guide work and track progress; recognises barriers and finds effective ways to deal with them.
3. Problem solving: seeks all relevant information for problem-solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.
4. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.

### Personal qualities

1. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
2. Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
3. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

### Qualifications

* A relevant tertiary qualification is advantageous.

Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

**The public sector values and behaviours** – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

**Recordkeeping** – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

**Diversity** – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQI+ community, and people from culturally diverse backgrounds.

Important information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement* 2020. For further information refer to [Department of Treasury and Finance](https://www.dtf.vic.gov.au/home) <https://www.dtf.vic.gov.au/home>).

Department policy stipules that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria’s emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check and screening through the Disability Worker Screening List.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Pre-employment checks may include checking whether an applicant’s name is on the Disability Worker Screening List. This incorporates:

* the Disability Worker Exclusion List which includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.
* the National Disability Insurance Scheme Quality and Safeguards Commission which has compliance and enforcement actions, including banning orders
* the Victorian Disability Worker Commission prohibition orders.

COVID-19 Vaccination

The department strongly recommends (but does not mandate) that employees maintain their COVID-19 vaccination status in accordance with current [**ATAGI (Australian Technical Advisory Group on Immunisation) advice**](https://urldefense.com/v3/__https:/dffhinternalcomms.cmail20.com/t/y-l-pykfdk-idikkrlhur-y/__;!!C5rN6bSF!H6CXxDfLBvqg9rEgbXDpYWA3WTHZn2OnDJhKeq0kxH-ACrRChd8KszaSeb1LyWwAcRzC24ygBFEglV9-MxD2nlA3BC5C4uEEwWgG6qpjPw$), given their individual circumstances. As of June 2023, DFFH does not require evidence of COVID-19 vaccination status.

Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact Workforce Services via email at [COPLWorkforceServices@dffh.vic.gov.au](mailto:COPLWorkforceServices@dffh.vic.gov.au)

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at [aboriginaldiversityinclusion@dffh.vic.gov.au](mailto:aboriginaldiversityinclusion@dffh.vic.gov.au)

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing’](https://www.dffh.vic.gov.au/about) <www.dffh.vic.gov.au/about>.

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