

Position Description

Position title:	Practice Coordinator	Reports to:	Practice Lead
Program / Department:	Care Pathways	Primary work location/s:	Wayville
Direct reports:	N/A	Key stakeholders:	
Award:	SCHADS	Classification:	6.1

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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About the role

The Practice Coordinator supports the implementation of high-quality, trauma-informed, culturally safe, and child-centred practice across care settings. They provide on-the-ground coaching, guidance, and feedback to frontline teams—turning reflective theory into everyday action.

Acting as a bridge between strategic priorities and direct care, the Practice Coordinator strengthens staff capability, consistency, and confidence, contributing to improved outcomes for young people, their families, and communities.

Role responsibilities

Practice Coaching and Implementation

- Coach support teams to embed restorative, trauma-informed, strengths based and culturally safe practices in their daily work.
- Assist staff to implement care and safety plans that uphold young people's rights, identity, and voice.
- Offer on-the-ground support and feedback, especially during challenging or complex practice moments.
- Provide reflective opportunities to strengthen team confidence and alignment with the Tapa Marnirni-apinthe Practice Framework.

Cultural Respect and Safety in Practice

- Champion every day and systemic shifts in practice that uphold the cultural rights and identity of all children, especially Aboriginal and Torres Strait Islander young people.
- Lead by example to embed cultural humility, responsiveness, and healing into all levels of care.
- Work in partnership with Elders, families, Aboriginal community-controlled organisations, and cultural leaders to build cultural accountability and embed cultural governance in decision-making.
- Model culturally safe engagement that acknowledges the impacts of colonisation, systemic racism, and intergenerational trauma.
- Support teams to connect young people with Country, culture, kin, and language—recognising this as essential to healing, wellbeing, and safety.
- Facilitate reflection on bias, privilege, and power, encouraging truth-telling and culturally affirming practice.
- Advocate for children's cultural rights in all contexts and help dismantle barriers to connection.

Support Reunification and Relationships with Families

- Champion a reunification mindset as a lifelong possibility, not just a care plan goal.
- Provide targeted coaching to embed family-inclusive practices throughout all stages of care.
- Support the development of evidence-informed, culturally connected reunification strategies that prioritise safety, identity, and voice.
- Collaborate with care teams, cultural leaders, and child protection to tailor reunification planning and strengthen family relationships.
- Guide teams to engage with families with dignity and hope—balancing relational boundaries and child-focused decision-making.
- Promote practice that recognises the protective role of family, culture, and belonging in children's development and recovery.

Drive Everyday Innovation and Learning

- Participate in service development planning and quality assurance activities in partnership with the Practice Lead
- Exercise professional judgement to support frontline decision-making during crises or complex practice dilemmas
- Encourage curiosity and creativity in practice—testing new ideas, tools, or routines that enhance care.

- Capture and share insights about what's working well and where improvements can be made.
- Contribute to training and resource development, team tools, or pilot activities under the guidance of the Practice Lead.

Strengthen Young People's Safety and Wellbeing

- Model a clear commitment to child safety, rights, and wellbeing in line with the *Children and Young People (Safety) Act 2017*, the National Principles for Child Safe Organisations, and all relevant standards.
- Help teams identify and respond to risk early, using relational and trauma-informed approaches that protect dignity and support safety.
- Promote inclusive, developmentally appropriate care—especially for Aboriginal children, children with disability, and people experiencing complex situations and needs.
- Provide expert guidance during and after critical incidents, supporting reflective debriefs that focus on learning, repair, and improvement—not blame.
- Contribute to analysis of care concerns and support preventative strategies in collaboration with the Practice Lead and leadership teams.
- Champion zero tolerance for abuse, neglect, and exploitation by supporting teams to understand mandatory reporting, maintain boundaries, and prioritise child safety.
- Support implementation of audits, reviews, and safeguarding actions that strengthen practice and outcomes.
- Embed restorative, rights-based responses to harm—ensuring children's experiences are met with curiosity, compassion, accountability, and follow-through.

Build Capacity and Confidence in Teams

- Offer informal mentoring, debriefing, and support through a relational, restorative lens.
- Model calm connected responses during conflict, escalation, or distress.
- Promote practical tools such as visuals and communication supports tailored to individual needs.
- Identify team learning needs and support development and delivery of relevant training or coaching.

Collaboration and Communication

- Participate in care planning, cultural planning, and team meetings to align practice approaches.
- Maintain clear, timely, and strengths-focused records that support shared accountability.
- Provide feedback and frontline insights to the Practice Lead to inform service development and improvement.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.

- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Tertiary qualifications in Social Work, Youth Work, Psychology, Disability, or a related field, or a lower-level qualification with equivalent experience.

The experience you bring

- Experience supporting children and young people with complex trauma in out-of-home care.
- Practical experience in coaching or mentoring staff in therapeutic or restorative approaches.

The competencies (knowledge, skills and behaviours) you bring

- Strong knowledge of trauma-informed and culturally responsive practice.
- Understanding and development of inclusive strategies and reasonable adjustments for children with disabilities.
- Insight into the impact of intergenerational trauma on Aboriginal children, families, and communities.
- Familiarity with child protection and cultural planning systems.
- Strong interpersonal and reflective practice skills.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- A valid NDIS Worker Screening Check
- Training – Apply First Aid (min HLTAID012)
- Approved Psychological Suitability Assessment
- Ability to work outside of business hours at times, if required
- Ability and willingness to travel intra and interstate if required
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

Desired Requirements

- Connection to or lived experience within Aboriginal or Torres Strait Islander communities.
- Demonstrated expertise in leading or supporting family reunification processes, including assessment, planning, and sustaining safe and culturally responsive connections between children and their families.
- Experience in residential care, disability services, or therapeutic care delivery.
- Working knowledge of DCP, NDIS, and related frameworks.
- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	People & Culture Business Partner	Version:	1
Effective Date:	3 June 2025	Review Date	3 June 2026