

<b>Position title:</b>	Program Coordinator, Supported Independent Living Services and Stability Post Care - Care Pathways	<b>Reports to:</b>	Area Manager Limestone Coast
<b>Program / Department:</b>	Care Pathways	<b>Primary work location/s:</b>	Mount Gambier
<b>Direct reports:</b>	Child & Youth Support Workers	<b>Key stakeholders:</b>	Department of Child Protection (DCP) Care Pathways
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4

## 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

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

The Care Pathways services and programs provide 24/7 residential accommodation, care and services to children and young people who are under the guardianship of the CEO, Department of Child Protection or who arrive in Australia without a legal guardian. The young people have experienced trauma, and many have physical and /or intellectual disabilities and developmental delays, requiring therapeutic support and ongoing care to lead a happy, healthy life. Care Pathways staff work to achieve results to enable children and young people to thrive, using methods and practices to establish and support the environment to be inclusive, caring, developmental and healing.

The Program Coordinator is responsible for the provision of care, accommodation and delivery of services for young people aged 16 – 17 years old (Supported Independent Living Service -SILS) 18 – 21 years old (Stability Post Care - SPC) in line with Baptist Care SA's practice framework. This includes creation of a home like environment that meets standards, leadership a team of Youth Development Workers, and liaison with funding bodies i.e. DCP & DHA and other stakeholders.

## Role responsibilities

### Service Delivery

- Care coordination for young people and young adults 16-21 years old.
- Apply practice standards and ensure in-house compliance and high-quality care.
- Implement client safety and care plans.
- Support implementation of disability support for young people and young adults in line with NDIS plans.
- Coordination of client services.
- Support the Critical Incident process and DCP Care Concern investigations.
- Provide home like environment that meets contract standards.
- Maintain all licensing requirements and prepare and participate in audits.
- Respond effectively to crisis and provide trauma informed debriefing with staff.
- Report and track expenditure/budget oversight and management.

### People

- Ensure effective leadership in the home through a hands-on approach and role modelling best practice and mentorship with the Youth Development Workers.
- Build a positive and respectful house and team culture.
- Oversee team performance through coaching and support as required.
- Ensure team abide by all relevant policies and procedures.
- Provide effective professional individual and group supervision for staff.
- Support the effective recruitment, selection, induction, training, development and management of staff in line with relevant policies and procedures and to meet workforce objectives and client needs.

### Administration

- Prioritise and manage workloads to complete all relevant administrative tasks and meet service KPIs.
- Coordination of roster in line with contracted hours of service and respond to rostering changes.
- Provide oversight of the budget and monitor and report in-house expenditure including wages/revenue.
- Effective usage of all relevant software programs.
- Develop and provide regular reporting in accordance contractual Key Performance Indicators from funding body (DCP).
- Ensure prompt and accurate completion of Children Abuse Report Line (CARL) and Critical incident reports.
- Support Area Manager to complete Operational Quarterly reporting requirements.
- Develop referral proposals for new SILS referrals from DCP, in conjunction with the manager.

## Stakeholder Relationships

- Ensure effective and professional communication with stakeholders and staff.
- Build and maintain effective relationships with children and young people, school community and staff.
- Build effective relationships with key stakeholders i.e. social workers, allied workers, NGO's agencies and client families.
- Attend operational meetings to maintain effective service delivery.
- Attend DCP SILS planning meetings with Social Workers, Practice Leads and Supervisors.
- Liaise with DCP facilities management for building repairs requests.
- Liaise with DCP Placement Services Units to discuss referrals, client matches and contractual obligations.
- Working with DCP and other agencies for new referrals options.

## Risk and Compliance

- Support the Area Manager and Organisation to manage risk, in the day-to-day operations and service delivery.
- Support the maintenance of risk registers, follow process in the CAMMs.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.
- Complete Client Risk Assessments and update as required/regularly.
- Comply with relevant legislation.

## Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Complete quality data entry and record keeping as required.
- Always maintain the confidentiality and privacy of clients and ensure appropriate information management processes are applied.
- Understand and apply mandatory reporting and duty of care requirements.

## 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

- A minimum of Cert IV in Youth Work, Community Services, Child, Youth and Family Intervention, or Disability.

### The experience you bring

- Previous experience in working with vulnerable and at-risk children and young people with complex needs and/or a disability.

### The competencies (knowledge, skills and behaviours) you bring

- Sound computer skills, confident in using e.g. Microsoft programs, Excel, databases.
- Childhood development knowledge
- Trauma Informed care knowledge
- Sound reporting skills: incident reporting, KPI reporting etc.
- Good communication skills
- Ability to recognize, understand, manage, and influence emotions-both your own and those of others.
- Leadership skills
- Cultural and diversity awareness

### Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Approved Psychological Suitability Assessment
- Ability and willingness to travel within South Australia as required
- A valid NDIS Worker Screening Check
- Ability to work across a 24/7 roster
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

### Desirable Requirements

- Experience in leading a team working with vulnerable and at-risk clients.
- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- 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:	P&C Business Partner	Version:	2.0
Effective date:	February 2026	Review date:	February 2029