

Position Description

Specialised Multi-Agency Response Teams (SMART) Coordinator

Location:	Townsville	Reports To:	Program Manager
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 6	Salary Range:	\$92,704 - \$96,805 per annum plus superannuation (pro-rata if part-time)
PD Date:	September 2021		

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all staff members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the SMART panel

The Specialised Multi-Agency Response Teams (SMART) is a new initiative under the *Working Together Changing the Story: Second Tranche of Major Youth Justice Reforms 2019-2023*. SMART is an interagency partnership between key government departments including Youth Justice, Health, Education, Child Safety, and Cultural Representatives. SMART panels are for children who are between the ages of 10-18, at high risk of reoffending/being remanded in custody, have significant vulnerabilities, and who require the involvement of more than two SMART panel agencies.

The SMART panels allow for the gathering and sharing of relevant information between agencies, which supports a comprehensive overview of client needs, along with the identification of appropriate interventions to meet these needs. These interventions are documented on a SMART interagency action plan.

The SMART panels hope to achieve:

- A plan for coordinated care and service brokerage for children/young people in the youth justice system identified as at high risk of reoffending.

- Magistrates able to more confidently make decisions regarding bail.
- Young people's wellbeing, skills, development and engagement with school, community and culture will be improved, thereby ultimately reducing the likelihood of their reoffending.
- Support relevant young people to access the NDIS.

About the SMART Coordinator

The Act for Kids SMART Coordinator will be a highly experienced practitioner with human services qualifications, who is familiar with the Townsville sector. The SMART Coordinator will be highly motivated to work towards positive client outcomes, whilst supporting the SMART panel.

Key responsibilities

- Escalates and coordinates resolution of issues with SMART agencies and their participation in SMART.
- Receives referrals, considers and progresses to panel.
- Supports agencies to make referrals.
- Develops and maintains relationships with relevant external agencies.
- Chairs fortnightly panel meetings, with representatives from QLD Health, Education Qld, Child Safety, Youth Justice and a Cultural Representative.
- Monitors capacity of SMART to accept new clients by liaising with the SMART panel.
- Ensure the secretariat responsibilities of the panel are performed (may delegate this function).
- Ensures the outcome of SMART meetings is communicated to young people as appropriate and by the most relevant agency.
- Maintains a database and provides timely reports to the Program Manager, for distribution to Youth Justice.
- Collates information and provides to youth justice court coordinator for progression to court.
- Engages directly with young people and their families – consent, confirmation of action plan goals and feedback processes.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

Qualifications

- A tertiary degree in a relevant discipline (psychology, allied health, social work, human services).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least 5 years' experience working within the child protection or the youth justice environment with highly developed knowledge of child protection and youth justice.
- Demonstrated experience to work collaboratively, foster, and maintain good working relationships with key stakeholders, partners and the community.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Highly developed communication, problem solving and team skills.
- An ability to manage personal emotions and stress.
- Excellent time management, coordination and organisational skills.

Other requirements

- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration) or exemption based on professional qualifications and registration.
- A current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.