



POSITION DESCRIPTION

Job Title	Refuge Coordinator
Reports to	Manager of Counselling Services

Our Organisation

Whitsunday Counselling and Support Inc has been providing compassionate support and advocacy to people impacted by domestic and family violence and sexual assault for over 30 years across the Whitsunday region. Our mission is to reduce the impact and incidence of domestic, family, and sexual violence through a broad range of evidence-informed programs, community initiatives, and preventative strategies.

We are the only dedicated Domestic and Family Violence service in the region, providing flexible, client-centred support to individuals, families, and children with diverse needs and circumstances. Our programs are designed to address the complexity of experiences, empower clients, and promote positive, lasting change and include, but are not limited too sexual violence programs, specialist counselling service, intensive family support, women's health and wellbeing program, court support, specialist family counselling, group programs and supported accommodation programs.

Our approach is grounded in respect, cultural safety, developmental appropriateness, and non-judgmental practice, ensuring all clients feel heard, supported, and empowered.

Our services are primarily funded by the Department of Families, Seniors, Disability Services and Child Safety, enabling us to deliver sustainable, high-quality support. By combining crisis intervention, therapeutic support, and preventative initiatives, Whitsunday Counselling and Support Inc plays a pivotal role in building safer, stronger families and communities throughout the Whitsunday region.

Position Overview

This full-time position involves providing coordination of the refuge, transitional accommodation, the refuge team and supporting Case management of adults and children who have experienced domestic, family and sexual violence.

Coordinating and assisting refuge team members in working with other organisational staff within WCS as well as external service providers and other relevant organisation for WCS to best place its resources ensuring service provision requirements and a holistic client-centered approach are maintained.

Coordinator Responsibilities

1. Program & Team Leadership

- Coordinate the day-to-day operations of the Refuge and Transitional Housing Program, including staff, properties, and client flow.
- Ensure adherence to all relevant organisational policies, procedures, and external legislation.
- Support staff with critical incident processes and maintain accurate incident registers.
- Participate in and maintain the 24-hour Backup On-Call roster.
- Provide updates on service performance, compliance, trends, and operational needs.
- Provide regular one-on-one supervision, performance reviews, and professional development support to refuge staff as required by the MCS.

2. Referral, Intake & Accommodation Management

- Oversee referral administration, including unit allocation, entry and exit processes, and coordination of staff and resources.
- Review all incoming referrals for risk, eligibility, and suitability.
- Manage QHIP referrals and ensure accurate SHIP and accommodation data reporting (monthly, quarterly, half-yearly, annual).
- Coordinate unit inspections, rental reports, arrears management, and support clients with Centrelink and accommodation payments where required.

3. Client Support & Case Management Oversight

- Ensure delivery of high-quality, trauma-informed, culturally safe, and client-centred case management.
- Oversee intake, risk assessments, safety planning and development of individual case plans and apply knowledge of DFV, sexual assault, child safety, and trauma-informed practices to case management oversight
- Support therapeutic case management across areas such as housing stability, financial hardship, legal matters, child safety, education, employment, and safety needs.
- Facilitate and coordinate referrals to internal and external services (counselling, legal, medical, financial, DFV and sexual assault services).
- Respond to high-risk DFV situations through timely referrals (HRT, IFS, Family and Child Connect) and ensure appropriate information sharing under legislation.

4. Safety, Risk & Compliance

- Undertake ongoing risk monitoring, safety audits, and implement response plans for family violence, self-harm, suicide risk, aggression, and child safety concerns.
- Maintain Refuge site safety, including security systems, alarms, camera checks, fire safety procedures, and compliance registers.
- Manage maintenance registers, coordinate contractors, and ensure required credentials (e.g., white/blue cards) are verified.
- Ensure compliance with mandatory reporting requirements, Workplace Health and Safety obligations, and legislative frameworks relevant to DFV and child protection
- Review and update risk management and safety procedures regularly to reflect best practice and legislative changes.

5. Program Development & Service Quality

- Contribute to new and innovative service delivery programs and continuous practice improvement.
- Support the development of client resources, therapeutic tools, and program materials aligned with client and program needs.
- Assist with planning and delivery of therapeutic and psychoeducational group programs (e.g., life skills, wellbeing activities, creative programs).
- Participate in co-design of programs with community partners and stakeholders to enhance service responsiveness.

6. Community Engagement & Holistic Support

- Participate in community engagement activities including education sessions, awareness events and prevention initiatives relating to DFV and sexual violence.
- Support practical day-to-day aspects of refuge living when required (e.g., transport, meals, cleaning, wellbeing activities) to uphold safety, dignity and positive client outcomes.

Administrative and Professional Responsibilities

- Maintain accurate, timely and comprehensive client records, including case notes, case plans, risk assessments and service documentation. Ensure all files and databases are current and compliant with WCS policies and procedures, funding requirements, privacy legislation and other relevant legal obligations. Manage and prioritise an active caseload, ensuring responsive, high-quality service delivery and appropriate follow-up within required timeframes. Demonstrate an ongoing commitment to supervision, reflective proactive and continuing professional development to enhance clinical capability and ensure safe, ethical and trauma informed practice.
- Liaise and collaborate effectively with government and non-government agencies to advocate for clients, enhance safety outcomes and support the progress of client goals in accordance with confidentiality, consent and information sharing guidelines set out in WCS policies and procedures.
- Maintain a computer-based diary management system to enable effective and informed client bookings.
- Assist at times with the provision of administrative duties, which may include reception, telephone, resource filing and general office duties.
- Represent WCS professionally and positively in stakeholder meetings, interagency forums and community activities, as directed.

Organisational Expectations

- Uphold the WCS Code of Conduct in both spirit and practice, demonstrating professionalism, ethical behaviour, and respect in all interactions. Comply with all organisational policies, procedures, standards and practices, ensuring work is consistent with WCS operational and legislative requirements.
- Actively apply Human Right legislation and principles in addition to child safe practices in all activities, ensuring the safety, dignity and wellbeing of clients, staff and the community. Conduct all duties in a way that supports and advances WCS objectives, values and reputation, with honesty, integrity and good faith at all times.
- Participate constructively in team meetings, planning meetings, planning sessions, supervision,

and performance appraisals, contributing to collaborative decision making and continuous professional and service improvement.

- Perform other duties, consistent with skills and experience, as directed by the reporting manager.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards and practices.
- Promote culturally safe and inclusive practice, respecting Aboriginal, Torres Strait Islander, and culturally diverse communities.
- Act only in ways that advances WCS objectives, values and reputation.
- Act with honesty, integrity and good faith at all times.
- Actively apply human right legislation and Child Safe Organisation Act 2024 standards and practices in all activities undertaken.
- Raise any issues or concerns in a manner consistent with WCS complaints and grievance processes.
- Perform other duties, consistent with skills and experience, as directed by the reporting manager.
- Support the development and delivery of quality initiatives delivered in the areas of Domestic Violence, Sexual Assault, and prevention of harm to children/youth, to the broader local community (Community Development Programs)
- Promote continuous quality improvement and safety initiatives.
- Contribute to service review, planning and improvement measures.
- Maintain positive productive, collaborative and respectful internal and external relationships and continue building positive networks.
- Ensure Workplace Health and Safety requirements are monitored, assessed and reported.
- Assist with WCS organisational Policy and Procedural development, implementation and review.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required, and documentation completed.
- Support and work collaboratively with Management Committee, Manager Counselling Services, Manager Administrative Services, Counselling Coordinator, staff and clients. Reporting, gaps, areas for improvement, safety and risk issues for clients and health and safety concerns.

Qualification Requirements

- Minimum qualifications in Diploma of Counselling required however a university degree or above in either Social Sciences, Social Work or Psychology is desirable.
- **Applicants must have a current Queensland Blue Card before commencing employment with Whitsunday Counselling and Support Inc.**
- Eligible for membership or current membership, with professional bodies such as the Australian Association of Social Workers (AASW), Australian Psychological Society (APS) or Australian Counselling Association (ACA) is

desirable.

- Current Queensland Open Drivers Licence is essential as travel forms part of this role.

Selection Criteria

- Demonstrated minimum 4 years' experience in a Team Leader role.
- Demonstrated minimum 3 years' experience working in the Domestic and Family Violence field with a strong understanding or completed training in Trauma Informed Practices.
- Demonstrated minimum 2 years' experience providing supervision to employees including debriefing.
- Commitment to fostering a positive, empowering, and respectful workplace culture, supporting collaboration, inclusion, and professional integrity.
- The ability to undertake comprehensive risk analysis and assessments pertaining to staff safety such as safety for staff completing outreach appointments, and service user safety pertaining to child safety concerns/high risk domestic violence situations.
- Demonstrated knowledge and understanding of the impact that domestic and family violence may have on a family's functioning and on children, with the ability to respond sensitively and appropriately.
- Proven ability to engage positively with families, other clients, and community members, using clear, empathetic, and professional communication; including the ability to liaise effectively with community members and stakeholders.

Working Conditions

Outlined below are the periods of hours generally worked; however, the Managers and the WCS Management Committee reserve the right to vary these hours to meet the requirements of the business.

- Staff cover hours 8am – 5pm Monday to Friday, however, there may be times when staff are required to work outside of those ordinary hours to meet the services needs.
- An attractive salary sacrifice package is available which may increase remuneration.
- The probation period for this position is 6 months.
- All staff are required to participate in a rostered 24-hour on-call service. The Refuge Coordinator is responsible for managing this roster and also participates in the backup on-call schedule as needed.
- New employees may be eligible to receive a relocation package.
- This position reports to the Manager of Counselling Services.



Signed || Employee

Signed || Manager of Counselling Services

Date: _____

Date: _____