



POSITION	Families Coordinator
REPORTS TO	CEO

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 position is responsible for the leadership, coordination and performance of the Families service stream, including:

- Intensive Family Support (IFS)
- Tertiary Family Intervention Services (TFIS)
- Specialist Family Counselling (SFC)

The Families Coordinator provides operational and practice leadership across both case management and therapeutic service streams, ensuring services are trauma-informed, culturally safe, child-focused and aligned with child protection and family support frameworks.

The role oversees staff delivering case management and counselling interventions to families at risk of involvement with the child protection system and ensures integrated, consistent and high-quality service delivery.

This is a leadership role combining program oversight, staff supervision, and a caseload.

Coordinator Responsibilities

- Provide specialist counselling support or case management to families at risk or entering or re-entering the child safety system (or, families affected by domestic violence, or who are at risk of neglect or abuse) , demonstrating best practice in trauma-informed care and supporting staff through modelling, consultation, and clinical guidance.
- Respond appropriately to crisis presentations, disclosures of risk, and complex client needs
- Provide line management and leadership to staff across TFIS, IFS and SFC programs
- Lead the day-to-day coordination of families program delivery across the region
- Facilitate allocation meetings to ensure effective and appropriate case distribution
- Make informed operational and clinical decisions in collaboration with the CEO
- Provide regular internal supervision, debriefing, and performance management to staff
- Support a culture of accountability, collaboration, and trauma-informed practice
- Coordinate onboarding, induction, and upskilling of new staff
- Lead and participate in recruitment processes, including interviews and selection

Other Clinical Responsibilities

- Maintain accurate, timely, and confidential clinical records in line with organisational policies, ethical standards, and legislative requirements
- Meet all mandatory reporting, privacy, and duty of care obligations
- Participate in professional supervision, reflective practice, and ongoing training
- Participate in coordinated responses that prioritise client safety and wellbeing
- Liaise and collaborate with government and non-government agencies to advocate for clients, enhance safety, and progress goals within confidentiality and information-sharing guidelines
- Represent WCS positively in stakeholder meetings and other activities as directed

Service Delivery & Case Management Oversight

- Maintain an individual caseload
- Ensure coordinated service delivery across case management (IFS/TFIS) and counselling (SFC)
- Oversee client intake, assessment, case planning, and service delivery practices
- Exercise delegated authority for operational and clinical decision-making within the families programs
- Provide leadership and support staff in managing high-risk cases involving:
 - child protection concerns
 - domestic and family violence
 - complex family needs
- Support staff to undertake:
 - risk assessments
 - safety planning
 - mandatory reporting
- Liaise with Child Safety Services where required and support coordinated responses

Waitlist & Intake Management

- Monitor and actively manage program waitlists
- Ensure timely access to services and appropriate prioritisation of referrals
- Provide weekly waitlist reports to the CEO
- Identify service demand trends and escalate capacity concerns

Performance, Reporting & Accountability

- Develop and monitor KPIs and targets in consultation with the CEO
- Provide program data and service numbers to the CEO for P2i acquittals
- Provide case studies to support P2i acquittal requirements
- Monitor individual and team performance against funding and organisational requirements
- Ensure all administrative tasks, documentation, and reporting are completed accurately and on time
- Maintain quality assurance processes across all programs

Program, Contract & Compliance Management

- Ensure programs meet all contractual obligations and funding requirements
- Monitor compliance and ensure service delivery aligns with relevant legislation, policy, and service guidelines, including child protection legislation, and trauma informed DFV frameworks
- Lead continuous improvement and audit readiness
- Identify, escalate, and manage service delivery risks

Financial & Resource Management

- Manage and monitor the Families team budget with finance team
- Ensure efficient and accountable use of resources
- Support planning, forecasting, and service sustainability

Leadership & Organisational Participation

- Attend and actively contribute to Senior Leadership Team meetings (monthly)
- Participate in regular supervision
- Participate in regular management meetings with the CEO
- Provide regular internal supervision, leadership, coaching and performance management to staff across TFIS/IFS and SFC programs
- Contribute to organisational planning, service development, and strategic direction
- Support cross-program collaboration and integration
- Ensure staff are supported to deliver effective case management and family support interventions, with evidence-based counselling and therapeutic practice

Organisational Responsibilities

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent.
- Adhere to all organisational policies, procedures, standards, and practices.
- Act only in ways that advances WCS objectives, values, and reputation.
- Participate in meetings, community events, networking opportunities.
- Actively apply human rights legislation and child safe practices in all activities undertaken.
- Perform other duties, consistent with skills and experience, as directed by the reporting manager.



Essential Requirements

- A university degree or above in Social Sciences, Social Work, Psychology or other related discipline
- Eligible for membership with AASW, APS or ACA (or currently working towards gaining membership) is desirable
- At least 4 years demonstrated experience providing counselling/therapeutic support is essential
- Applicants must have a current Queensland Blue Card before commencing employment with Whitsunday Counselling and Support Inc
- Current Queensland drivers' licence

Selection Criteria

- Demonstrated experience working in a case management position.
- Demonstrated ability to engage positively with vulnerable families and have robust communication skills including with community members and stakeholders.
- Demonstrated experience managing or leading teams within DFV, counselling, or child protection contexts
- Demonstrated experience providing internal supervision, coaching, and performance management
- Strong decision-making skills and ability to manage complex, high-risk situations
- Experience managing multiple programs, competing priorities, and reporting requirements
- High-level communication, stakeholder engagement, and leadership skills
- The ability to undertake comprehensive risk analysis and assessments pertaining to high risk domestic violence situations and child safety decision making.
- Demonstrate a commitment to building and fostering a workplace culture that is positive, empowering and promotes respectful relationships.

Work Environment

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



- Office hours operate between 9 am- 5 pm, ordinary business hours; however, at times, you will be required to work outside of the ordinary hours, between 8 am and 6 pm to best meet your service user's needs.
- This position can be located at either the Cannonvale or Bowen office, and you will be required to work between both offices. A WCS vehicle is supplied for travel between the services.
- Flexible working hours will be considered, and toil is available
- Salary sacrificing options are available which may greatly increase remuneration
- Probation period is 6 months
- Participate in the On-Call Roster

Signed || Employee

Signed || CEO

Date: _____

Date: _____