
Job Title:	Peer Support Coordinator		
Program:	Road Trauma Support WA (RTSWA)		
Date:	July 2013	Classification:	Level 4.1, 0.8 FTE
Reports to:	Manager – Road Trauma Support WA		
Supervises:	Peer Support Volunteers		

Job Summary

The Injury Control Council of WA (ICCWA) is the peak not-for-profit organisation involved in injury prevention and community safety promotion in Western Australia. ICCWA is an Equal Employment Opportunity organisation.

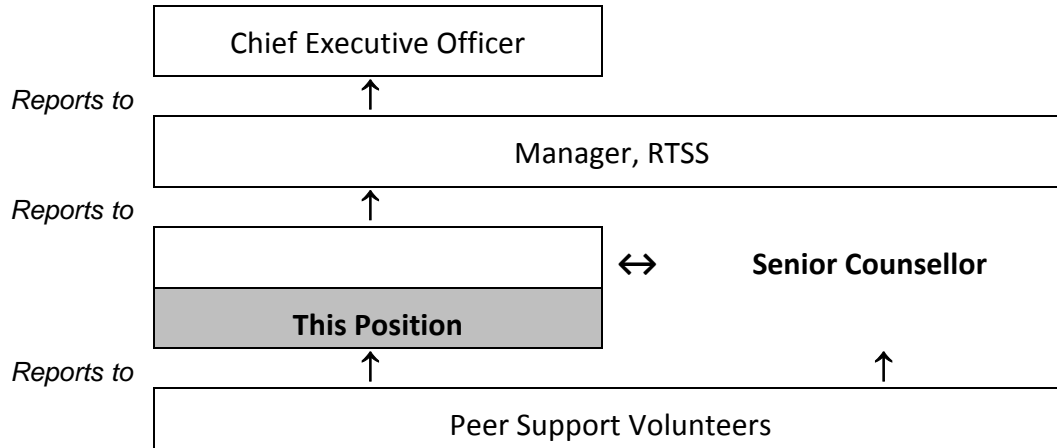
The Road Trauma Support WA (RTSWA) is newly established service due to launch in November 2013, which aims to provide a road trauma support service in Western Australia - providing sustainable peer support and professional therapeutic interventions for people directly affected by road trauma, family members, offenders, witnesses, and for others who are adversely affected. The service will be the peak body for road trauma issues in Western Australia and would help to prevent and minimise future impairments that may be caused by bereavement and exposure to trauma.

This is an exciting opportunity for an enthusiastic and dedicated community development focused coordinator to recruit, develop and manage RTSWA peer support volunteers, including; telephone, online and face to face support for those affected by road trauma; community presenters and display/expo assistants, preventative education program presenters and co-facilitators of peer support groups. We are looking for a highly motivated and multi-skilled coordinator to join our dynamic team.

The main purpose of this role is to ensure Peer Support volunteers at RTSWA are provided with the tools, information and support to undertake their tasks. The role is also important to ensure that volunteers feel supported and are provided with the opportunity to further develop their knowledge to ensure quality of service.

The Peer Support Co-ordinator, Road Trauma Support WA (RTSWA) reports to the Manager of RTSWA with direction from the Senior Counsellor and support from the Administration Officer.

Reporting Relationships



Duties and Key Responsibilities

1. Supervision of the Peer Support Volunteers in conjunction with the Senior Counsellor
2. Coordinate the Road Trauma Support Service peer volunteer program including recruitment, screening, orientation, support, training/development and recognition
3. Develop and review policies/procedures of the volunteer support program and contribute to quality systems and service accreditation or standards
4. Review/maintain job descriptions for each volunteer position
5. Develop supervision and performance monitoring processes and implement in conjunction with the senior counsellor
6. Develop appropriate volunteer training resources e.g. self-directed learning packages, workshops and seminars - this may include workshop delivery outside regular business hours
7. Train volunteers using volunteer training resources and ensure volunteer resources and guidelines used are current and relevant
8. Coordinate regular volunteer support meetings and relevant information with support from the Administration Officer
9. Work with Peer Support Volunteers in conjunction with the Senior Counsellor to deliver support groups and/or client liaison

10. Provide on-going and direct support and supervision to volunteers where necessary when they carry out their roles via telephone, online or face to face
11. Assist to prepare funding submissions, planning documents including Peer Support strategic and implementation plans, and reports relating to the service, under the direction of the Manager
12. Develop and deliver education programs & workshops to target groups (e.g. offender program), including professional development sessions with support from the Senior Counsellor and Administration Officer
13. Review the volunteer support program regularly and participate in evaluation of the Road Trauma Support Service
14. Participate in volunteering committees and networks where appropriate and in conjunction with ICCWA Volunteer Coordinator
15. Maintain accurate and appropriate records of all work undertake for reporting purposes with assistance from the Administration Officer
16. Submit regular reports to the Manager as required and assist with contracted reporting requirements
17. Other duties as required.

Selection Criteria

Essential

18. Relevant tertiary qualifications, skills and / or experience in community development, community services, health promotion or related fields
19. Experience of volunteer management and program coordination
20. A good understanding and experience in volunteer recruitment and retention strategies
21. Well-developed written, interpersonal and verbal communication skills - including report writing, submission writing and public speaking skills
22. Well-organised, self-motivated, able to prioritise workloads and consistently meet multiple deadlines, with the ability to work autonomously and within teams

Job Description

- 23. Demonstrated thorough and systematic approach to resolving problems; able to think innovatively, identify and implement process improvements
- 24. Demonstrated ability to plan, coordinate and evaluate projects and events
- 25. Capacity to engage and liaise effectively, compassionately and confidentially with others in highly sensitive matters
- 26. Skills in general computer packages such as the Microsoft Office Suite and capacity to learn and operate specific software as required.

Desirable

- 27. Experience and/or qualifications in grief, loss and trauma support
- 28. Understanding of the issues faced by those affected by road trauma.

Other Functions and Requirements of Role

- Participation in performance reviews
- Participation in Professional Development as directed or initiated.

Required Licences / Certification

- Valid WA Drivers Licence. You will be required to use your own vehicle on some occasions (expenses will be reimbursed).
- A National Police Clearance and/or Working with Children Check may be requested prior to employment.

Acknowledgement of Receipt of Job Description

I have received a copy of the Job Description and have read and understand its contents.

.....
Employee (signature)

.....
(print name)

.....
(Date)

Job Description

.....
Manager/Supervisor (signature)

.....
(print name)

.....
(Date)

Office use only

Copy: Employee

CEO

Supervisor

Other

Applicant Instructions

Applicants **must** submit a statement addressing all selection criteria using previous experience as examples of how you can meet the criteria (you are encouraged to use the STAR model or similar). Applicants should also attach a **brief** resume detailing work history and list the names and contact details of two relevant referees.

APPLICATIONS WHICH DO NOT MEET THESE CRITERIA WILL NOT BE CONSIDERED.

Please send your application addressing the selection criteria to:

Jenny Duggan, Manager, Road Trauma Support: Injury Control Council of WA, City West Lotteries House, 2 Delhi Street, West Perth 6005 or email jduggan@iccwa.org.au

For further enquiries regarding the position, please contact Jenny Duggan on (08) 9420 7212.

Applications close 5pm Friday 2nd August 2013