

Role Description

Title	Regional Coordinator (37 hours per week)		
Role Purpose	To coordinate the delivery, in conjunction with local disability services, of a support service for people with an intellectual disability who come into contact with the criminal justice system, including court support and support in police interviews, in the Hunter region.		
Reports To	Project Manager.		
Direct Reports	Admin support person		
Hours	37 hours per week		
Internal Relationships	<ul style="list-style-type: none"> • Chairperson • Management Committee • IDRS Members • Staff • Host agency staff 	External Relationships	<ul style="list-style-type: none"> • Clients/Service Users • Government services and/or Government Departments • Community Based Organisations • Corporations • External Network Contacts • Private Law Firms • NSW Police Service • Courts

<p>Key Result Areas (KRA)</p>	<ol style="list-style-type: none"> 1. Volunteer Recruitment and Support 2. Service Delivery Coordination 3. Provision of direct personal and telephone support 4. Service Development 5. Training & Resource Development 6. Reporting/Evaluation 7. Administration
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KRA	%	Key Tasks	Key Performance Indicators (KPI)
Volunteer recruitment, training and Support	20	<ul style="list-style-type: none"> • Recruit suitable volunteers • Organise and deliver training in consultation with Education staff, and appropriate on going support for volunteers, including de-briefing (but not trauma or crisis counseling) • Identify training and support needs of volunteers • Support volunteers to enable compliance with the policies and procedures of IDRS • Evaluate volunteer performance 	<ul style="list-style-type: none"> • Number of suitable volunteers recruited. • Number of training sessions delivered on core volunteer training program. • Programmes evaluated as useful, at an appropriate level and well presented. • Suitable methods for identifying volunteer support and training needs used. • Support to volunteers evaluated as timely and appropriate.
Service Delivery Coordination	15	<ul style="list-style-type: none"> • Coordinate the delivery of a support service to people with an intellectual disability who come into contact with the criminal justice system, including telephone support, court support and support in police interviews within a designated area • Compile volunteer roster • Maintain accurate up to date reporting database and files 	<ul style="list-style-type: none"> • Numbers of people with an intellectual disability who receive support evaluated as appropriate and effective • Accuracy and currency of information in database. • Effectiveness of volunteer roster.
Provision of direct personal and telephone support	5	<ul style="list-style-type: none"> • Provide limited direct personal and telephone support • Participate in after-hours on-call roster approximately one week in six 	<ul style="list-style-type: none"> • Support evaluated as appropriate and effective. • Support provided strategically, when necessary.

KRA	%	Key Tasks	Key Performance Indicators (KPI)
Service Development	20	<ul style="list-style-type: none"> Identifying and developing relevant resources and networks that enhance the work of the CJSN Assist in developing service delivery partnerships, including with local disability, Aboriginal and NESB communities and organisations Promote service to all relevant agencies and individuals in the service delivery area Develop and maintain systems to link people with an intellectual disability to other sources of assistance 	<ul style="list-style-type: none"> Number of appropriate referrals. Attendance at local networking meetings Number of networking meetings initiated. Increased awareness of CJSN Number of working service delivery partnerships brokered.
Training & Resource Development, Presentation & Distribution	20	<ul style="list-style-type: none"> Assist in developing training programs and resources and presenting training to relevant agencies (eg advocates, court workers, police, and other organizations) Assist in developing and presenting training programs and resources to those providing telephone and direct support Ensure that volunteers have access to appropriate referral materials and information 	<ul style="list-style-type: none"> Number of training sessions evaluated as useful, at an appropriate level and well presented. Frequency and relevance of contribution to resource development Appropriate, up to date resource materials provided to volunteers.
Reporting/Evaluation	10	<ul style="list-style-type: none"> Provide monthly service and financial reports Participate as required in other reporting and evaluation 	<ul style="list-style-type: none"> Accurate and timely reports provided, as required.
Administration	10	<ul style="list-style-type: none"> Develop and report on individual work plans Communicate by phone and correspondence including letters, faxes, emails Use computers and other office equipment Maintain petty cash Participate in IDRS activities including team, staff and planning meetings Attend host agency activities agreed upon with Project Manager Ability to travel within the Hunter Region and to Sydney on a regular basis 	

Competencies:

Communication – Verbal
 Communication – Written
 Client Orientation
 Empowering Others
 Self-Confidence

Interpersonal Sensitivity
 Planning & Organising
 Stress Tolerance
 Self-Awareness