POSITION DESCRIPTION

Position:	Program Coordinator – Bridges to Safety & Change
Reports To:	Program Manager – Motivation for Change
Direct Reports:	None
Status:	Fixed Term (15th November 2026 to 30th June 2030) and status (Part-time – 0.6 FTE)
Location:	East Melbourne/ Dandenong, as well as working from home arrangements. Travel within Victoria and interstate in accordance with programmatic needs.
Grade:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 5 based on experience + Superannuation + Salary Packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2026-2029 Strategic Plan here.

POSITION SUMMARY

intouch is a grant recipient of the recently announced Dads on Track National Grant Round by Paul Ramsay Foundation. In partnership with Relationship Matters, we will bring together our collective expertise to co-design and deliver *Bridges to Safety and Change* – a 20 week program for multicultural fathers who have used family violence. intouch and Relationship Matters will focus on the intervention of family violence, safe fathering, being culturally responsive and deliver the program in multiple languages for accessibility.

As the Lead Agency for the delivery of the program, intouch seeks an enthusiastic professional who is committed to the work of keeping women and children safe by working with men using family violence within multicultural communities across Victoria.

We are seeking a diligent and expeditious individual, highly skilled in project coordination and management, outcome oriented with strong stakeholder engagement skills. Program Coordinator – Bridges to Safety & Change will liaise with the key partner agency, stakeholders, funding body, various program teams (internal & external) while managing aspects that ensure effective program design, implementation and sustainable delivery across the 5-year timeframe.

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, NOOR Survivor-Advocates, students, and volunteers to support cohesive team dynamics to support effective, client-centered, program delivery.
External	Cultivate and sustain positive relationships with a broad network of stakeholders including key partner agency and relevant staff, inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, Consultants, Subject Matter Experts and funding partners.

POSITION ACCOUNTABILITIES

Working alongside the Program Manager – Motivation for Change (Men's Intervention Program), Program Coordinator Bridges to Safety & Change will play a key role in coordinating the collaborative work between intouch and Relationship Matters.

- Ensure the effective design and implementation of Bridges to Safety & Change Program
- Key liaison person for various stakeholder relationships relevant to the program

- Create program awareness and promote the program to appropriate Referral partners within community services sector and FV sector.
- Lead and maintain formal collaborations and partnerships with services across the integrated system and broader mainstream services.Chair, convene and participate in relevant interagency meetings as required.
- Work collaboratively with Case Managers to support the intake and assessment process, ensuring prospective participants meet eligibility requirements Set up effective referral pathways in and out of Bridges to Safety & Change Program
- Liaise with community organisations and communities to coordinate and conduct consultations.
- Oversee administration, data capture & collection and reporting requirements and delivery of outcomes of the program.
- Ensure the effectiveness of program monitoring, evaluation, and continuous improvement processes.
- Ensure efficiency and effectiveness of program delivery to meet the needs of client cohorts.

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in Social Work, Psychology, Public Health, Community Services and Community Development or closely related area of study
2. Proven experience in project coordination or management
3. Proven knowledge of the national family violence landscape and the complexities of family and sexual violence of migrants and refugees, and the needs of multicultural communities
4. Knowledge of state legislation, policies, standards, and guidelines underpinning service delivery, including FVISS and CISS.
5. Demonstrated ability to oversee complex, multi-location programs, including resource allocation, team coordination and excellent partner and stakeholder engagement.
6. Exceptional communication and interpersonal skills, including experience in partnership development and support, and stakeholder collaboration.
7. Excellent organizational and time management skills, with a track record of delivering programs on time and within scope.
8. Strong data collection, analysis, and reporting skills to monitor program outcomes and impact. Desirable
9. Strong networks within Settlement services or family and sexual violence across Victoria

Personal Attributes

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian driving license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.

- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

INCLUSION

inTouch is an equal opportunity employer and is committed to creating a diverse and inclusive organisation. We strongly encourage people from diverse backgrounds to apply to work with us, including Aboriginal and Torres Strait Islander people, people from migrant and refugee background, people of colour, people of any age or gender, lesbian, gay, bisexual, trans and gender diverse, intersex and/or queer (LGBTIQA+) people, people with lived experience of family violence, and people with disability.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

AUTHORISATION

I hereby accept the above Terms of Employment.

Signed: Date: