



***Program Support Coordinator
Family and Sexual Violence Pilot - Primary Care Family and Sexual
Violence (PCFSV) Pilot***

About Engender Equality

Engender Equality is a state-wide not-for-profit organisation that supports people affected by family and domestic violence in Tasmania.

We work to end all gender-based violence.

We see gender inequality as both the cause and the context of family violence.

We believe that only by actively challenging gender-based oppression can we achieve positive and respectful relationships within healthy, inclusive structures and institutions. This outcome will ultimately benefit the whole Tasmanian community.

We acknowledge that family violence is complex and that it includes a broad range of behaviours that are sometimes not recognised as violence. We also know that people are affected by violence in different ways.

Due to multiple forms of oppression, we commit to an intersectional and lifespan understanding of the impacts of family violence.

A dynamic, evolving organisation, Engender Equality's philosophies, practice and resources are based around lived experience and grounded in research. Our progressive approach, combined with three decades of skills, knowledge and hands-on involvement gives us an edge in the fight for gender equality in Tasmania.

Our Vision, Values and Service Philosophy

Vision

Our communities living free from violence.

Mission

We apply deep expertise through:

- An individual approach with trauma-informed counselling and services.
- A community approach with workplace training, psycho-education groups and public forums.
- A systemic approach with education, research and advocacy.
- A social approach – promoting policy awareness and improvement.

Values

Ethical: *We promote professional practices and service provision.*

Inclusive: *We are inclusive and embrace diversity.*

Practice integrity: *We challenge discriminatory behaviours and attitudes.*

Expect safety: *We ensure physical, psychological, and emotional safety.*

Community focused: *We facilitate community capacity.*

Trust: *We maintain trust by consistently applying our values, principles and service philosophy.*

Service Philosophy

Engender Equality maintains that the best opportunity for supporting change and achieving goals is created when people we serve are positioned as experts in their experience and at the very centre of the organisation. Our service philosophy is built on the following positions:

- Family violence is a human rights violation. Violence is unacceptable within a relationship.
- Women, gender diverse and non-binary people, and children have the right to safety within their homes.
- Family violence involves abuse of power and is predominantly directed towards women by men.
- Family violence and abuse is a reflection of the inequities between men and other genders in this society.
- Perpetrators of violence are responsible for the violence.
- Legal sanctions are part of the response to family violence.

FDSV Service Specialists: Service Context

Engender Equality is contracted by Primary Health Tasmania (PHT) to deliver the 'Family, Domestic and Sexual Violence Pilot' in partnership with North and North West Tasmania Sexual Assault Support Service, Laurel House. This involves the continued development of a service with a statewide team of Support Specialists to:

1. Provide a family and sexual violence (FSV) support service for General Practices/AHSs (Aboriginal Health Services)
2. Undertake capacity building activities with General Practices/AHSs about FSV
3. Undertake capacity building activities with FSV services about General Practices/AHSs
4. Apply the expertise of victim-survivors of FSV in undertaking (1) to (3) above
5. Participate in research and evaluation of the PHT pilot.

The implementation of (1) to (5) above will be supported by:

6. Specialist practice and clinical governance
7. Data collection and reporting
8. Engagement with PHT and its partners
9. Administrative and logistics support for the Support Specialists team
10. A Governance Committee comprised of the CEOs of Laurel House and Engender Equality.

Commitment to partnership

Engender Equality and Laurel House are committed to working together in a way that reflects feminist, collaborative and transparent practice. This means maintaining excellent communication, shared accountability, clear decision-making processes and practical systems that support both organisations to contribute effectively to the PCFSV pilot.

Key Service Instruments

The Primary Care Family and Sexual Violence (PCFSV) Pilot will be implemented in accordance with the following key instruments:

- Funding agreement between PHT and Engender Equality titled “Family, Domestic and Sexual Violence Pilot - Service Integrators Initiative Contract no. CN1849”
- Sub-Contracts between Engender Equality and Laurel House
- Support Specialists Operational Plan approved and monitored by the Governance Committee, including relevant Support Specialists Performance Indicators
- Primary Care Family and Sexual Violence (PCFSV) Pilot Manager Position Description (Primary Care Family and Sexual Violence (PCFSV) Pilot Program Support Coordinator Position Description (*this document*))
- Regional Support Specialist Position Description

Position Description

Job Title:	Program Support Coordinator – PCFSV
Location:	Engender Equality (Launceston or Hobart)
Classification/Salary:	SCHADS, Level 6
Employment Status:	Full-time 37.5 hours/week (negotiable)
Reports to:	Manager - PCFSV
Specifications:	Fixed Term Contract to 30 June 2027 (may be extended subject to continuation of funding)

Role Purpose

Reporting to the Manager - PCFSV, this role provides high-level administrative, logistical and operational coordination for the PCFSV pilot. The Program Support Coordinator supports the Manager and statewide team of Regional Support Specialists by keeping core systems, information, processes and communications organised, accurate and accessible across the partnership.

Reporting to the Manager - PCFSV, this is a key coordination role responsible for:

- providing logistical, administrative and operational support to the Manager, and a statewide team of Regional Support Specialists (5.0 FTE)
- establishing and maintaining centralised systems and processes across the partnership to support transparency, shared accountability and effective collaboration between Engender Equality and Laurel House.
- ensuring all enquiries to the PCFSV phone line and web form are responded to promptly, professionally and in line with agreed performance criteria.
- ensuring the PCFSV team complies with data collection, recording and reporting requirements under the PHT Funding Agreement
- other duties that enable the safe and effective delivery of the Pilot.

Role Responsibilities and Accountabilities

In close consultation with the Manager, the responsibilities and accountabilities of the Program Support Coordinator are:

Coordinate the core administrative functions of the PCFSV pilot

- Coordinate the core administrative systems and processes of the PCFSV pilot.
- Maintain a centralised calendar of Support Specialist GP and AHS capacity building activities, including supporting Regional Support Specialists to schedule and re-schedule face-to-face and video conference sessions.
- Ensure the reliability, accessibility and functionality of the PCFSV phone and web-based Referral Support Service for GPs and AHSs, operating 8.30-4.30 Monday-Friday.
- Maintain clear, secure and accessible PCFSV document and record management systems, including shared folders, templates, registers and version-controlled documents.
- Support clear and consistent communication across the PCFSV partnership, including preparing information, coordinating updates, maintaining shared records and ensuring relevant people have access to accurate and timely information.
- Support effective partnership coordination between Engender Equality and Laurel House by maintaining shared systems, documenting agreed processes and following up actions arising from meetings, planning processes and operational discussions.

- Manage the functionality, security and use of the PCFSV web platform.
- Maintain, monitor and update policy and procedures relating to the PCFSV pilot.
- Maintain, monitor and update the PCFSV risk register.
- Maintain and monitor data and reporting compliance (SAX).
- Maintain and monitor Continuous Improvement Register.

Manage core logistical functions of the PCFSV pilot

- Manage emergency procedures for the PCFSV team.
- Manage facility access and security for the PCFSV team.

Provide specific operational support to the Manager – PCFSV

At the direction of the Manager, support the leadership of the PCFSV pilot with:

- the operational aspects of staff recruitment
- face-to-face and online staff meetings and workshops
- the operational aspects of external events
- preparation for Governance Committee meetings.

Apply an intersectional feminist framework

- Challenge gender and power issues underlying FSV on both personal and social levels.
- Ensure a focus on the accountability of perpetrators.
- Consider and apply intersectional approaches to FSV experienced by people experiencing multiple forms of oppression, discrimination, vulnerability and disadvantage.
- Address FDSV by applying feminist frameworks and underpinning theories.

Other Responsibilities

This position description is not intended to be an exhaustive list of duties. The person selected for this role will be expected to perform other related tasks requested by the Manager and/or the CEO and as necessitated by the development of this role and the development of the organisation.

Selection Criteria

- Prior experience coordinating operations in a community and/or health service.
- A strong understanding of project administration, including planning, scheduling, monitoring, reporting, record keeping, evaluation and continuous improvement.
- Demonstrated competence using Microsoft Excel, SharePoint and other Microsoft 365 tools to support data collection, document management, shared workflows and reporting across a partnership setting.
- Excellent written and verbal communication skills, including the ability to respond professionally to enquiries, prepare clear written information, maintain accurate records and communicate effectively with staff and partner organisations.
- Demonstrated ability to work collaboratively across teams or partner organisations, including using sound judgement, discretion and initiative to support shared systems, communication and follow-up.
- Knowledge of service frameworks relating to family and sexual violence, and child sexual abuse in Tasmania.
- A positive, solutions-focused attitude, with attention to detail and ability to meet tight and multiple deadlines.

- Demonstrated commitment to applying a feminist, intersectional framework for understanding family and sexual violence and its impacts on women, gender diverse and non-binary people, children and family relationships.

Other Mandatory Requirements of this Role

- Must hold Australian citizenship or be a permanent resident of Australia.
- Must satisfactorily comply with National Police Clearance and Working with Vulnerable People requirements.
- Current drivers' licence.
- Demonstrated knowledge of Tasmanian Government policies and legal requirements relating to family, domestic and sexual violence (or the capacity to acquire).
- Capacity to fulfil the basic physical and psychological requirements of the position as set out in Table A below.

Key Competencies for all Engender Equality staff

Self-Assessment and Reflection: The capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our workplace relationships. To be capable of self-awareness, self-management, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.

Quality: Engage in activities that promote continuous improvement in provision of community health services.

WHS/Risk Management: Work performance complies with WHS/Risk Management obligations.

Service Performance: Services are delivered in a timely manner, meet Engender Equality expectations, and are consistent with sound administrative and operational procedures and practices and within allocated budgets where applicable.

Communication: Information is disseminated on-brand, using appropriate media/language to the right people at the right time.

Accountability: Individual responsibility to deliver services within the relevant legislative and regulatory framework and through sound financial practice.

How to Apply

For further information regarding this position, please contact:

Alina Thomas

0438 788 291

ceo@engenderequality.org.au

Applications should include a cover letter, an up-to-date CV and a separate document addressing each item in the 'Selection Criteria' and 'Other Mandatory Requirements of this Role,' with reference to the 'Role Responsibilities and Accountabilities' as appropriate.

Please forward your complete application to ceo@engenderequality.org.au by Monday 31 August 2026.

Engender Equality's commitment to diversity

The expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, First Nations, LGBTIQIA+, migrant, culturally diverse and women with disability are valued by Engender Equality and applicants from these groups are strongly encouraged to apply (as are people with parenting responsibilities). We recognise that this position requires a broad range of skills and as such there is some flexibility in the number of hours worked per week and the key areas of responsibility. Engender Equality encourages applicants to identify their areas of experience that best match the role and any preferred options for flexible working arrangements.

TABLE A: The basic physical and psychological requirements of the PCFSV Program Support Coordinator	
Work Environment	
Manage demanding and changing workloads and competing priorities.	Daily
Work in a team environment.	Daily
Work in different geographic locations.	Regular
Be exposed to all outdoor weather conditions.	Occasional
Work in unstructured environments (e.g. outreach).	Regular
Work office hours with the possibility of extended hours.	Regular
Work after hours, as operationally required.	Regular
Work in an open plan office.	Daily
Work in buildings which may be two-storey.	Regular
Sit at a computer or in meetings for extended periods.	Daily
Work in an environment with competing demands.	Daily
Present at court and other jurisdictions.	Occasional
People Contact	
Liaise with government, non-government and community organisations.	Daily
Work with clients who may have a physical or sensory disability.	Regular
Interact with members of the public who may display the full range of emotional expressions and behaviours, including partners, significant others, family members, advocates, doctors, police.	Regular
Interact with clients and other people who could display challenging behaviour.	Regular
Facilitate access to specialist, generic and community services.	Daily
Undertake training and professional development activities.	Regular
Administrative Tasks	
Undertake administrative tasks which may include computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
Use technology including photocopier, telephones including mobiles, televisions, and electronic whiteboards.	Daily
Transport	
Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional