

Accommodation Coordinator

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| **LOCATIONS:** The main office is located at Southport with travel to hotel/motel locations in the Gold Coast region**DAYS/HOURS** **OF WORK:** 1.0FTE (36.25 hrs per week)Monday to Friday 8.45am-4.45pm**REPORTING TO:**  Business Operations Manager **AWARD****CLASSIFICATION:** Level 5 SCHADS Award (Qld) Social and Community Services Employee *The pay point will be dependent on the successful applicant’s skills and experience***ANNUAL LEAVE:** 5 weeks per annum  |

The Domestic Violence Prevention Centre (DVPC) is a specialist service which supports women, children and young people who have experienced domestic and family violence. We also deliver the Men's DV Education and Intervention program and convene an Integrated Response group that works with agencies on the Gold Coast to improve collaboration and responses to victim survivors of domestic and family violence to enhance their safety and wellbeing.

# DVPC Vision

*Everyone is safe to live with justice, freedom and hope in their family, community and country.*

DVPC's 2021-2024 strategic plan articulates the path we intend to take in pursuit of our vision. The foundation for the delivery of our plan lies in the purpose and mission of DVPC to:

* ADVOCATE relentlessly to achieve change.
* COLLABORATE to improve safety and to build and share our specialist experience and knowledge.
* INNOVATE by listening to those most impacted by domestic and family violence, and by working with them to explore the options to create radical and positive changes.

# DVPC Values

## Safety-Focused

* We centre the safety of women and their children in all our decisions.
* We appreciate the diverse experiences of women and their children and recognise that this shapes their experience of violence.
* We listen and learn from them – they teach us how to do this work.

## Respect

* We respect women's rights to make their own decisions and choices for themselves and their children.
* We have brave, honest and respectful conversations with people. We talk to people, not about them.
* We clearly communicate what we can offer and what we expect of each other.

## Equity

* We consistently and fairly prioritise and allocate resources by considering immediate needs with long term sustainability.
* We share the work fairly to deliver effective responses and to create systemic change.
* We actively seek out diverse voices to help us identify and remove barriers to accessing our services.

## Accountability

* We have documented frameworks that guide our decisions and responses, and we take responsibility for our choices and actions. We are committed to continually improving our services to ensure they are relevant, specialised, consistent, ethical, practice-led and evidence-informed, while adapting to a challenging and ever-changing environment.
* We evaluate our programs to ensure they contribute to the safety of women and their children and add to the body of knowledge about this work.
* We can demonstrate that we manage our resources effectively, efficiently and responsibly.
* We coordinate community responses that centre the safety of women and their children by making the impact of their experience of DFV visible.
* We work with our partners to hold those who commit domestic and family violence responsible for their actions.

# Purpose of the Role

The Accommodation Coordinator plays a crucial role in DVPC’s provision of safe emergency accommodation for women and children escaping domestic and family violence. This position is responsible for building, nurturing and managing strong partnerships with hotel and motel providers to ensure the availability and quality of crisis accommodation options. As the primary point of contact for hotel partners, the role ensures clear communication, timely issue resolution and a positive, professional relationship between DVPC and accommodation providers.

# Key Responsibilities

**Relationship Management**

* Develop and maintain positive, respectful relationships with hotel/motel staff and management.
* Conduct regular check-ins with accommodation providers to ensure ongoing suitability and engagement.
* Support hotel staff to understand the needs and sensitivities of women and children experiencing domestic and family violence.

**Communication and Coordination**

* Serve as the main liaison between DVPC and hotel partners, managing day-to-day communication.
* Provide timely updates to internal teams about accommodation availability, issues, or changes.
* Coordinate bookings, extensions, and check-outs in collaboration with DVPC staff and hotel staff.
* Assist with accommodation bookings for women escaping domestic violence.

**Issue Resolution**

* Respond promptly to any concerns or incidents raised by hotels or clients, working collaboratively to find resolutions.
* Escalate complex or sensitive issues to the Business Operations Team Leader.
* Maintain accurate records of any concerns, actions taken, and outcomes.

**Monitoring and Reporting**

* Track accommodation usage and vacancy trends.
* Maintain up-to-date records of hotel contact details, agreements and service quality.
* Contribute to reporting and evaluation of the Accommodation Program.

**Advocacy and Education**

* Provide guidance to hotel partners to build their capacity in responding appropriately and sensitively to people experiencing domestic and family violence.
* Promote trauma-informed and client-centred approaches within accommodation settings.

**Contribute to a strong team and organisational culture**

* Contribute to the development of a professional and supportive working environment for all staff.
* Act in accordance with Organisational policies and legislative and contractual requirements.
* Participate in team meetings.
* Participate in training and professional skills development activities.
* Provide and receive peer support as a part of the team.

# Qualifications and Requirements

* Ability to work effectively and calmly in a crisis environment while providing a respectful and professional response to clients, stakeholders and colleagues.
* Demonstrated experience building relationships with key stakeholders with the ability to be proactive and resourceful.
* Strong communication skills, both verbal and written, including negotiation and conflict resolution.
* Good organisational and time management skills including the ability to prioritise and plan for activities.
* Strong attention to detail with the ability to maintain records accurately.
* The ability to maintain confidentiality and show discretion for all client information.
* An ability and commitment to creating a positive work environment and strong organisational culture while contributing to the development and achievement of the goals and vision of the organisation.
* Experience working in the domestic and family violence, homelessness or related sectors (desirable).

# Additional Mandatory Requirements

* This role involves outreach travel to hotel sites across the Gold Coast region, a current driver’s licence is essential
* Positive Notice Blue Card or the capacity to acquire
* Applicants must be eligible to legally work in Australia, proof of eligibility may be required