

Coordinator Community Services

Award/Agreement	Social, Community, Home Care and Disability Services Industry Award 2010
Responsible to	Manager Community Services
Summary of role	<p>In accordance with Resthaven philosophy and policies, assist the Manager in the provision of quality services through assessment, case management, monitoring and review of services for eligible clients.</p> <p>Out of hours on call work will apply.</p> <p>A current driver's licence is essential.</p>

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Assess individual personal and social needs of clients who are eligible to receive Community Service assistance
- Develop appropriate service responses based on assessed need, ranging from creation / coordination of packages of services through referral to alternative services
- Coordinate, monitor and review the provision of services to individual clients
- Assist with coordination and day to day running of the centre based activities including respite groups in conjunction with the Manager
- Assist the Manager with rosters and supervision of staff involved in the provision of direct client services
- Ensure equitable access and culturally sensitive delivery to people of non English speaking or Aboriginal / Torres Strait Islander backgrounds
- Assist the Manager with the ongoing review and periodic evaluation of the program in terms of outcomes for clients, unmet needs and financial performance
- In conjunction with the Manager, establish effective working relationships with other service providers and informal community networks
- Assist in the development and implementation of policies, procedures and practices for the provision of quality services in accordance with Home Care Standards, Home Care Packages Programme Guidelines and other relevant Programme Manuals
- Assist in the preparation and presentation of staff training

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Manager Community Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Experience in assessment, referral and creation/coordination of human services
- Ability to balance competing priorities of individual's expectations against resource levels of the program and communicate these to clients
- Ability to devise creative responses to human needs based on use of formal services and informal networks
- An understanding of issues for older people, their families and carers
- Knowledge of the range and type of services available for older people and people with disability
- Counselling skills, particularly for people experiencing grief and/or in need of reassurance
- An awareness of:
 - Employment Practices
 - WHS
 - Duty of Care
 - Client and Staff Rights
- Accountability requirements
- Ability to work effectively and cooperatively as a member of a team
- Knowledge and experience in supervision of direct care staff providing services in people's homes
- Sound computer skills

DESIRABLE CRITERIA

Qualifications / Experience

- Degree in social sciences or equivalent tertiary qualification with current practicing licence
- Experience in coordinating a program for older people in the community
- Experience in the assessment or client's personal care needs and development of manual handling plans for clients
- Knowledge of community based aged care services and programs
- Knowledge of Home Care Standards

Acknowledged _____ Date _____
Manager Community Services

Acknowledged _____ Date _____
Employee