

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 and use of own vehicle is essential.</p> <p>Ability to relieve other Coordinators for annual leave, sick leave and other time frames as negotiated with the Manager.</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 Program Standards
- Assist in the preparation and presentation of staff training

Occupational Health & Safety / Quality Systems

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Occupational 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 Occupational 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 elderly people, their families and carers
- Knowledge of the range and type of services available for aged and disabled persons
- Counselling skills, particularly for people experiencing grief and/or in need of reassurance
- An awareness of:
 - Employment Practices
 - OHS&W
 - 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 aged persons in the community
- Experience in the assessment or client's personal care needs and development of manual handling plans for clients
- Knowledge of the Home and Community Care – Local Government Program, HACC National Service Standards, Community Aged Care Package funding and service requirements

Acknowledged _____ Date _____
Manager Community Services

Acknowledged _____ Date _____
Employee