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**JOB AND PERSON SPECIFICATION**

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<b>Title of Position:</b>	Community Care Coordinator
<b>Term of Appointment:</b>	Contract, until 30 June 2018
<b>Fraction of Time:</b>	.4 FTE – 15 hours per week – 2 full days
<b>Reporting to:</b>	Manager, Community Care
<b>Employment Location:</b>	Milang Old School House Community Centre
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Level of Award:</b>	Level 5
<b>Number of Direct Reports:</b>	Support Workers, CHSP Administration Officer

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**JOB SPECIFICATION**

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This job description is meant to describe the general nature and level of work being performed; it is not intended as an exhaustive list of all responsibilities, duties and skills required for the position.

**1. Background Information**

The Milang and District Community Association Inc. (MDCA) through the Milang Old School House Community Centre (MOSHCC) works with the community to develop programs which foster community development and capacity building.

The Community Centre has been open for 14 years and delivers a range of programs and services which meets local needs including home and community care, adult community education, creche, social support, youth programs and information and referral.

Milang and District Community Care has been delivered through the Milang Old School House Community Centre since 2004. The program has been funded through the Home and Community Care Program (HACC) which from 1<sup>st</sup> July 2015 became the Commonwealth Home Support Program (CHSP). MDCA also provide Home Care Packages (HCP) to ensure continuity of care options are provided to our ageing community.

**2. Summary of the broad purpose of the position**

To effectively and efficiently coordinate the Milang & District Community Care Program at the Milang Old School House Community Centre (MOSHCC), meeting the Community Care Common Standards, requirements of the funding and service agreement with the Government and within the various Policies and Procedures of the Milang & District Community Association Inc.

Identify the needs of older people living in or community and develop and promote services and activities to meet those needs.

To provide CHSP and HCP services and activities which enhance the quality of life and independence of eligible clients.

To ensure that the CHSP and HCP program activities are integrated with other programs provided through MOSHCC.

### **3. Reporting / Working relationships**

The position reports to the Community Care Manager who reports to the MOSHCC Centre Manager.

### **4. Requirements of the Role:**

#### **Skills / Experience / Expectations**

- The willingness to serve our community
- Experience in supervising Staff, Contractors and Volunteers
- Experience in program design, implementation and evaluation skills utilising community development principles
- Ability to develop, design, Implement and evaluate program plans, policies and procedures
- Understanding of the needs of Community Care and Home Care clients
- Group work skills
- Shared management of the quarterly Consumer Advisory Group, in liaison with the Community Care Manager
- Time management, problem solving and decision making
- Experience in working with tight budgets, monitoring income & expenditure and maintaining financial records
- Ability to maintain client records and client statistical data
- Ability to work as a member of a team and to develop team building strategies
- Effective oral and written communication skills
- Experience in working with a community organisation in a community setting
- Work flexibly as part of a team
- Participate in annual performance development reviews
- Undertake annual performance reviews for direct reports
- Undertake some work outside normal hours which can be taken as TOIL
- Undertake other duties as required within the scope of the SCHCADS Award

#### **Knowledge Required**

- Comprehensive knowledge of CHSP objectives, services, resources and Community Care Common Standards
- Understanding of HCP objectives, services, resources and Home Care Common Standards
- Working knowledge of Consumer Directed Care
- Preparation and facilitation of group training
- Thorough understanding of dementia and how it affects the older person
- A knowledge of issues, disabilities and health conditions relevant to older people
- A knowledge of other related services for referral and resources
- Knowledge of Work Health and Safety, including Manual Handling and Risk Management
- Knowledge of the Equal Opportunity, Disability and Privacy Act and other relevant legislation

## 5. Key Responsibilities / Duties

### Service Provision

- Identify the needs of individual clients
- Develop and maintain program planning to achieve set objectives and outcomes
- Assist with the recruitment of Community Care support workers
- Provide support and advocacy to clients
- Ensure client confidentiality and privacy
- Involve clients in the planning, delivery and evaluation of services and activities
- Promote community awareness of services and programs
- Attend external committees in consultation with the Community Care Manager
- Integrate Community Care programs with MOSHCC and other community based programs utilising a community development framework
- Provide commitment to empowering people.

### Professional

- Maintain a professional level of communication and confidentiality with all who work or visit MOSHCC
- Sustain credibility and professionalism in implementation of MDCA conflict resolutions, grievance processes and employment practices
- Liaise with a range of Community Care providers, health professionals and MOSHCC staff
- Commitment to, and implementation of, continuous improvement
- Self motivated with the ability to use initiative
- Maintain confidentiality
- Foster a customer service approach within the MOSHCC

### Administration

- To monitor the Service Agreement (CHSP) with the Community Care Manager to ensure outcomes and key performance indicators are met and financial accountability is maintained
- Maintain financial records for CHSP funding and report to Community Care Manager
- Draft an annual budget and monitor Income and Expenditure against budget and report variances in consultation with the Community Care Manager
- Maintain statistical data as per the requirements of the CHSP Program and Centre
- In consultation with the Community Care Manager prepare submissions for funding
- Manage program procedures in consultation with Administration Officer and Community Care Manager
- Maintain and update electronic records for clients.

### Teamwork

- Be part of the broader staff team of the MOSHCC and assist with general Centre-wide operational duties
- Perform other duties as may be requested by the Community Care Manager
- Act with understanding, empathy and respect.

## **Ensure that MOSHCC is environmentally, physically and socially welcoming:**

- Provide a safe non-judgmental welcoming environment
- Utilise a social justice and inclusive approach to planning and delivering of programs/activities/services

## **Equal Opportunity**

MOSHCC employees are required to adhere to the requirements of the Equal Opportunity Act 1984 (as amended) and all other associated legislation.

## **Policies, Principles, Procedures and Guidelines**

The employee will be expected to:

- Model the community development process whilst undertaking all duties and tasks.
- Adhere to the mission, objectives and philosophy of MOSHCC.
- Work in accordance with MOSHCC policies, procedures and Delegations of Authority.
- Be responsible and accountable for maintaining official records created in this position according to relevant legislation, policies and procedures.

## **Occupational Health, Safety and Welfare and Risk Management requirements**

Employees are responsible and accountable for:

- Complying with workplace policies and procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Reporting any risks or potential risks identified in the course of their work. If the employee is unsure as to whether the issue/matter observed constitutes a risk to MOSHCC, they should formally report the issue/matter and inform the board on a monthly basis of any WHS incidents.
- The Centre Manager is the nominated WHS Officer and must ensure compliance on all legislative requirements

## **Police Check**

- Applicants will be required to achieve a successful result in a DCSI Police Clearance for Working with Aged, Vulnerable and Disabled and must retain this successful result whilst in employment with MADCA.



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PERSON SPECIFICATION – Essential criteria

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**Experience and Qualifications**

- Tertiary qualifications in Aged Care, Disability Work, Community Services or equivalent; or 5 years recent experience working in a coordination role in ageing services
- Certificate 4 Training and Assessment
- Retention of a current Senior First Aid Certificate
- Current drivers License
- Insured reliable vehicle
- Demonstrated ability to manage staff and volunteers by providing effective leadership, coordination, consultation, training, motivation, delegation and monitoring.
- Excellent interpersonal and communication skills as well as a professional, flexible and caring work ethic.
- An enthusiastic approach and commitment to empowering people with a disability, carers and the aged.
- An understanding of and commitment to Milang & District Community Association Incorporated vision, values and goals.
- Demonstrated ability to effectively communicate with communities, organisations and government agencies.
  - Time management
  - Problem solving and conflict resolution
- Consultation, negotiation, problem solving and mediation skills