

POSITION DESCRIPTION

The Role	COORDINATOR
Location	Head Office, 4 Vagg Street, Cooma NSW
Employment Type	Permanent Full-time or Part-Time
Terms & Conditions	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010, Classification Level 3 - 4
Salary	
Responsible To	Services Manager
Responsible For	Support Workers (see Organisational Structure)

About Cooma Challenge Limited (CCL)

CCL, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region has been delivering a range of high quality, person-centred services since 1954 to people with disabilities, frail aged people and their families and carers. These include disability support, aged care support, independent living, employment and training services.

Our Values are to be an organisation that is Compassionate, Respectful, Enabling, Inclusive and Innovative.

Purpose and aims of the Role

The Coordinator will work collaboratively with the Services Manager and other coordinators to coordinate supports for clients to achieve their individual goals and oversee service delivery outputs of Support Workers that will ensure CCL's ongoing success.

Key Responsibilities

Actively contribute to the development, implementation, coordination and review of clients' individual plans in accordance with funded activities.

Communicate and work effectively with clients to enable them to achieve their goals and aspirations as outlined in individual plans including building effective relationships to increase social inclusion within their community.

Coordinate and supervise support workers in the delivery of services including rostering and reporting, matching of support workers to clients with the right skills, qualifications and competencies to undertake the necessary support requirements.

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Communicate and work effectively with support workers to guide them in enabling clients to achieve their goals against individual plans and in accordance with agreed service agreements.

Contribute to and support respectful and positive relationships between staff, clients and family members.

Communicate, record and report all relevant information including reporting and recording accountabilities such as data collection, case notes, and client records using current technology.

Monitor support workers' rosters to ensure adherence with HR policies and to ensure clients are fully supported.

Complete organisational administration requirements including timesheets in a timely and professional manner.

Work within CCL's strategic direction and other compliance requirements including policies, procedures and practices.

Contribute to the development of and implementation of continuous quality improvements in service delivery.

Attend regular meetings as organised by the Services Manager.

Address and resolve concerns, complaints, grievances and incidents and report to the Services Manager on a weekly basis, or with high level situations as they occur.

Ensure compliance with Work Health and Safety (WHS) Act.

Ensure WHS, QA and Risk Management issues are addressed and reported to Services Manager.

Commit to participating in professional development including participating in Annual Review.

Participate in On Call Roster as required.

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Qualifications, Skills, Attributes, and Experience

Selection Criteria

Qualifications

- Relevant qualifications in community services, disability, aged care or another relevant human services discipline OR willingness to undertake required training to at least Cert IV level

Experience

- Experience working with vulnerable people
- Experience working with people living with disability or frail aged people
- Experience leading and managing people (desirable)
- Experience leading and facilitating community service programs (desirable)

Skills and Attributes

- High level written and verbal communication skills
- Computing skills in Microsoft Office package and experience using a Client Management System
- High level of interpersonal skills and the ability to network and build strong relationships with a range of stakeholders from diverse backgrounds
- Alignment with CCL's Mission, Vision, Values and Strategic intent
- Demonstrated commitment to:
 - Promoting the rights of all people to be treated with dignity and respect
 - Promoting social and community inclusion
 - Working within a person-centred framework
- Self-management skills to prioritise and manage time effectively, recognise and maintain professional boundaries, participate in supervision, and reflect and learn from experience
- Ability to work effectively in a team environment to set, measure and achieve shared goals

Knowledge

- Understanding of the NDIS and / or community Aged Care services (desirable)

Additional Requirements

- Current NSW Working With Children Check
- Current National Police Check
- Current First Aid Certificate
- Current Driver's Licence
- Smart Phone

Probationary Period

A probationary period of three months applies. At the end of this period a review / appraisal will be conducted by the CEO to determine ongoing employment.

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CERTIFICATION

I, _____ acknowledge the receipt of this Position Description. I hereby certify that I will undertake to work within the guidelines and policies of Cooma Challenge Limited.

Signed _____ Date ____/____/____

Staff member

Signed _____ Date ____/____/____

On behalf of Cooma Challenge Limited

Office Use Only

Date for Probationary Review ____/____/____

Date for Annual Review ____/____/____

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ATTACHMENT A – DUTY OF CARE – WHS RESPONSIBILITIES

Work within the disability and aged care sectors can be emotionally, mentally and physically challenging. To perform this role you require a level of physical fitness needed to be on your feet for long periods of time, help transfer and position people, and where relevant undertake other physical activities such as cleaning, moving equipment, transporting people in wheelchairs, helping people in and out of vehicles, and other manual tasks specific to your role. You require a level of mental wellness to enable you to support vulnerable people with diverse support needs, including people who have experienced trauma, people who may exhibit behaviours of concern and people who may challenge your professional boundaries.

You are required to declare to Cooma Challenge Limited (CCL) if you experience any medical condition that may affect your ability to do your job, or that may be a risk to health and safety of yourself or others (eg if it is unsafe for you to drive because you are taking medication that makes you drowsy). The information that you provide is private and confidential and will not be disclosed without your prior consent.

If you experience any medical condition that may require reasonable adjustments or support in the work environment to enable you to do your job, you are encouraged to advise CCL.

CCL, under the Work Health and Safety Act 2011 (WHS Act) and the WHS Regulations, must ensure, so far as is reasonably practicable, the health, safety and welfare of all staff and employees and clients generally.

The WHS officers of CCL (the Board Directors and CEO) have a duty to exercise due diligence to ensure the organisation complies with legislation requirements.

All staff members (referred to as 'Workers' under the Act) must take reasonable care for the health, safety and welfare of themselves and others – including people under their care – in the workplace and who may be affected by any staff acts or omissions.

It is a requirement of employment with CCL that all staff members have a clear understanding of WHS requirements and know what they must do if a risk or hazard is identified in the workplace.

You are required to, so far as is reasonably practicable:

- Keep yourself and other staff members, clients and visitors safe when at CCL work sites and enterprises by observing and promoting safe working practices.
- Be aware of the location in your workplace of safety equipment including First Aid Kits and Fire Extinguishers.
- Participate in consultation and training about WHS including Emergency Drills.
- Identify and report hazards and incidents to your supervisor.

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