

POSITION DESCRIPTION

POSITION IDENTIFICATION

POSITION TITLE: Co-ordinator
Community Support & Respite

CLASSIFICATION: Level 4/5 Disability Services Award and *LHMU SA-
Leveda Incorporated Union Collective Agreement
2007-2008.*

RESPONSIBLE TO: Executive Manager, Community Support and Respite.

JOB AND PERSON SPECIFICATION APPROVAL

Chief Executive Officer

____/____/____
Date

To be reviewed before 30 July 2010

JOB DESCRIPTION

- 1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is to be achieved).**
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The Community Support Service/Respite Coordinator is responsible for ensuring that the needs of clients of the Community Support and Respite services are fully satisfied in an effective, timely and professional manner, in accordance with the clients' individual support agreement/contract.

The Community Support Services/Respite Coordinator is responsible for ensuring harmonious relationships exist between management, the organisations departments, staff, clients, carers and networks by mutual respect, open communication and commitment to achieve the best possible outcomes for all interested parties. This will include assessment of clients as part of the service entry process to facilitate service provision.

The Coordinator works in co-operation with funding bodies other service providers and families to ensure a response to an individual's needs and negotiates funding contracts.

2. Accountability and Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation).

The Community Support Service/Respite Coordinator reports to the designated Executive Manager and is responsible for the day to day service co-ordination for the services client base.

The Coordinator has delegated authority for the supervision, co-ordination and rostering of direct support staff who together will ensure the provision of direct care services for people with disabilities and varying support needs by a range of quality community based services which meet individual consumer needs.

3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc.).

- 3.1 Flexibility and a willingness to travel and work between work locations.
- 3.2 Must be prepared to relocate within any Leveda Service if the need arises.
- 3.3 Required to work alternate weekend day shifts to assist with staff rostering
Frequency may vary (currently every 8 weeks).
- 3.4 Will be required to be part of the "On-Call Roster" for which an allowance will be paid.
- 3.5 Current drivers licence and a willingness to drive Leveda's vehicles
- 3.6 Leveda has a non-smoking policy at all worksites and Leveda vehicles
- 3.7 Appointment to the position is subject to a satisfactory medical and police check.

4. Statement of Key Outcomes/Activities (group into major areas of responsibility/activity).

4.1 Liaison with Funding Bodies

- Liaison with case managers and funding bodies to establish both current and new client support agreements.
- Work in cooperation with other service providers to ensure a response to an individual's needs
- Setting up and maintaining client information and client contact details to ensure client information is current.
- Develop service costings
- Management of Service Agreements and Funding Contracts including liaising with referral and funding agencies in respect to; fee for service contracts, financial "quotes" for service delivery, review of contracts, closure of contracts
- Maintaining regular contact with case managers and funding bodies to ensure services remain current and appropriate in respect to client need.
- Participate in meetings

4.2 Client support

- Ensuring each client is provided with the agreed level of client support.
- Developing support plans for clients
- Develop a profile of clients prior to or as soon as possible after commencement of service
- Undertake the service intake process through assessment and care planning
- Provide referral and access to information and services as required
- Risk Identification and Management
- Establishing and maintaining a full client support roster in accordance with the support agreement.
- Maintaining regular contact with each client and/or their family and keeping accurate and up to date records of the services provided and any matters related to the health and wellbeing of that client.
- Maintain appropriate client case notes
- Ensure staff maintain safety and security of individuals monies, taking into consideration relevant legal orders

4.3 Ensure services to clients are co-ordinated and meet client need by –

- Facilitating the development of effective Support Worker teams.
- Participating in the selection process for Support Workers.
- Orientation of new staff
- Assigning appropriate Support Workers to the individual client roster
- Providing direction, advice and support for Support Workers
- Appraisal of Support Workers in the performance of their duties.
- Facilitating open and timely communication between clients and/or their families and Support Workers.

4.4 Ensure that services are cost effective and are operating within budget through

- Accurately costing requests for service provision
- Ensuring Service Agreements/Contracts are accurate and current
- Ensuring services are provided within contractual arrangements

4.5 Ensure collaborative relationships are developed and maintained with other services, groups and agencies.

4.6 Contribute to quality systems in place to monitor and develop the services to clients.

4.7 Promote the services of the organisation through engaging with other service providers, regional events and networks within the community.

4.8 Ensure the implementation of, and adherence to, all Occupational Health and Safety and Rehabilitation procedures including -

- ensuring that all service staff are aware of, and observe, Occupational Health and Safety policies and safe working practices;
- assist with the co-ordination of return to work programmes for injured workers;

4.9 Assist in maintaining an effective team and smooth operation and development of the organisation by:

- maintaining a professional approach in the workplace by adhering to Leveda's values and goals;

- maintaining professional and technical knowledge by attending relevant training workshops or seminars, as required by the organisation, funding bodies and legislative requirements;
- identifying training needs of the staff team and ensuring that these training needs are met by sourcing relevant training
- maintaining client confidentiality and protecting operations by ensuring sensitive information is kept secure;
- maintaining Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies;
- maintaining and demonstrating a commitment to customer service by supporting Leveda's continuous improvement processes;
- maintaining a culturally aware and sensitive profile with the customer base of the organization by adhering to Leveda's values and contributing to staff development, knowledge and understanding of cultural diversity;

ACKNOWLEDGED BY OCCUPANT _____/...../.....

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational / Vocational Qualifications

Certificate IV in Community Services Disability or equivalent.

Appropriate qualification in management or supervision or willingness to undertake.

Experience

- Experience in the supervision and management of staff.
 - The initial intake and assessment of individuals service needs
 - Maintaining individual files, through data systems and hard copy
 - Involvement in quality process
 - Working collaboratively with community based organisations or groups
 - Coordinating brokered services
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Personal Abilities / Aptitudes / Skills

- Effective verbal and written communication skills.
 - Ability to use a computer to an intermediate level
 - A demonstrated ability to work in a team environment.
 - A high degree of organisation skills including the ability to direct and manage other staff
 - High level of interpersonal and conflict resolution skills.
 - Ability to develop extensive personal and professional networks.
 - Skills in research, evaluation and planning.
 - Time management skills,
 - Ability to think Clearly and prioritise workload
 - Negotiation Skills
 - Ability to think clearly and prioritise workload
 - Service delivery philosophy consistent with Leveda principles.
 - Motivated to work with families, children and adults with a disability and complex support needs.
 - Self-motivated, energetic and positive.
 - Ability to recognise conflict situations and solve them appropriately.
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Knowledge

- Understanding of cognitive disability and complex support needs and its impact on individuals, their family and society.
 - Understanding range of life needs of people with a cognitive disability and complex support needs
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DESIRABLE CHARACTERISTICS

Experience

- Experience in supporting people with a disability utilising respite and/or individual support packages
 - Experience operating in an office environment.
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Knowledge

- Broad understanding of human behaviour, with emphasis on small groups and community structure and processes.
 - Knowledge of resources in the community and their utilisation.
 - Knowledge of relevant legislation.
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