

Position Description

Senior Coordinator

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: September 2019

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 3 Level 1
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Position limit within salary system: (20 Grade structure)	Grade 10 – Entry to Step 4
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Status of position:	Permanent
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Hours of work per fortnight:	70
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Organisational relationships

Directorate:	Environment, Planning and Community
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Section:	Care and Support Services
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Team:	N/A
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Work base:	Maclean or Grafton as appropriate to the position
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Position responsible to:	Senior Programs Coordinator (General Operations) or Senior Programs Coordinator (Home Care), as appropriate to the position
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Level of support and supervision:	Low
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Level of personal management	High
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Level of teamwork required:	High
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Supervision of staff:	High
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Internal contacts:	All staff within Council, but primarily within Care and Support Services
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External contacts:	General public and local and regional service providers
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Mission and values

Clarence Care + Support is a section of Clarence Valley Council and operates under Commonwealth funding guidelines, Aged Care Standards and NDIS registration.

Our mission: To deliver high quality community care services to individuals and families to enable them to live a lifestyle of their choice.

Our values: the acronym 'STRIVE' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



Our Values and Behaviours

Safe

We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.

Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate

Teamwork

We will work together as one council towards shared goals and for the greater good of the community.

Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"

Respect

We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.

Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip

Integrity

We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.

Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others

Value

We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment

Engagement

We will engage with our staff and community to inform our decision making, and create awareness of our activities.

Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent use of computer keyboard

Prolonged standing, sitting and driving

Purpose of the position

To provide a comprehensive and holistic approach to case management, monitor support staff and participate as a member of a team in the provision of direct service delivery to customers that are frail aged, people with a disability and their carers.

To coordinate the delivery of quality person centred services according to program guidelines and standards.

Major duties and responsibilities

Manage a customer caseload and conduct home visits for assessments, care planning, reviews and risk management to develop a Customer's individual care and service delivery plan.

Ensure ethical practice and decision making within legislative responsibilities and program guidelines.

Regularly monitor and evaluate the outcomes of care provided to customers through planned reviews and reassessments, with customers, their representatives and health care providers.

Participate in Care & Support Services quality management activities and initiatives.

Maintain accurate Customer records in accordance with organisational policies, and legislative requirements. Ensure records are securely stored to protect and uphold Customer's privacy and confidentiality.

Supervise staff reporting to this position including completion of competency assessments and identification of training needs.

Supervise Support Workers in relation to their duties as prescribed in the Customer's care and service delivery plans and with Care & Support Services policies, procedures and relevant industry standards.

Liaise with team members and the Senior Programs Coordinator in the development of customer's individual budgets and risk management in service delivery.

Contribute and facilitate team development and training.

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Diploma in Community Services or equivalent discipline; **or** equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Criminal history that does not adversely affect ability to perform the inherent requirements of the position

Essential selection criteria

Experience

Demonstrated knowledge and experience in case management which may include comprehensive assessment, planning, provision and evaluation of care provision to customers (aged, people with disabilities) and their representatives in a person centred model.

Position related skills

General computer literacy in email and internet programs and Basic proficiency in Microsoft Word

Demonstrated oral and written communication skills and well developed interpersonal skills including conflict resolution/mediation, networking, negotiation and advocacy

Demonstrated ability to supervise staff

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values and Clarence Care + Support mission.

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Tertiary qualifications in a relevant industry

Knowledge of the Community Support Sector including latest trends

Ability to develop knowledge and understanding of local service provision and to develop networking relationships with service providers and stakeholders

Experience

Experience with client management databases

Other features of this position may include

Travel throughout the regional area including for customer home visits and networking and training.

Generic performance requirements

Ethics/probity – act in accordance with the CVC and CCS Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Generic performance requirements

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: Date
Employee