

Melton City Council

# Service Coordination Officer

Position Description

PD: 00217

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Service Coordination Officer
Directorate	City Life
Business Unit	Community Care & Active Living
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Client Connections Team Leader
Supervises	Community Care Workers
Internal liaisons	<ul style="list-style-type: none"><li>• Community Care staff</li><li>• Other Council Departments</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Commonwealth Department of Health</li><li>• Department of Families, Fairness and Housing (DFFH)</li><li>• General Practitioners</li><li>• Hospitals</li><li>• Post Acute Care Facilitation Unit (PACFU)</li><li>• Allied Health</li><li>• Carers Victoria</li><li>• Rehabilitation providers</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.



#### 4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

#### 5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.

#### 4. Position objectives

- Supervise, lead and support suitably skilled staff to perform Domestic Assistance, Personal Care Respite Care and Social Support Individual services for older adults, people with disabilities and their carers who are in receipt of Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP).
- Management and appropriate service coordination of referrals and active client services for CHSP and HACC PYP.

#### 5. Key responsibility areas

- Provide supervision and support to a team of Community Care Workers.
- Provide a leadership role inclusive of direction and promotion of the Client Connection Services, processes and outcomes and influencing effective industry practice.
- Ensure services are delivered within the Framework of Reablement and the Person-Centred Model with the objective of assisting clients to live as independently as possible for as long as possible.
- Ensure that services are provided within recognised Occupational Health and Safety standards and in accordance with the provision and spirit of the Victorian Equal Employment Opportunity Act.
- Strategically identify staffing competencies required to meet client needs and assist with recruiting and maintaining staffing levels to meet service delivery targets.
- Involvement in monitoring of quality standards in service delivery, policy development and planning of integrated Community Care Services programs to the clients within the CHSP and HACC target groups.
- Ensure that the relevant Quality Management System, policies and procedures of Community Care Services are adhered to.
- Participate in research and consultation processes informing policy development and planning service.
- Contribute to the management of the budget and resourcing systems of Community Client Connections Services by meeting funding and service agreements within allocated budget.

#### 6. Accountability and extent of authority

- Carry out duties and responsibilities as outlined and directed to ensure a high level of service efficiency.
- Manage team's resources within Council's budget and the department's operational policies and procedures.

- Lead and supervise a team of Community Care workers including performance management, recruitment and work place safety.
- Represent Council in meetings, forums and other community engagements and advocate in the best interests of our community.
- Monitor the approved program budget and provide feedback and input to the Client Connections Team Leader.
- Participate and contribute to Community Care's strategic planning and goals.
- Collate data for reporting requirements such as wellness and reablement and community care targets.

## 7. Judgement and decision making

- Exercise substantial judgement in service coordination, service delivery, budget and service monitoring and care management processes.
- Exercise independent judgement to make decisions and resolve issues relating to areas of responsibility in accordance with legislation, policy, procedure and established standards.
- Use of lateral thinking gained from knowledge and experience in order to resolve complex issues that arise.
- Improve and develop systems using techniques generally based on previous experience combined with knowledge gained from theory and precedents.
- Decision-making involves the application of these techniques to new situations and problem solving.
- Provide guidance and advice as required.

## 8. Specialist skills and knowledge

- Experienced in supervising staff and managing resources efficiently and effectively.
- Knowledge of the ageing process, disability across ages and related health and social factors for these people and their carers, particularly for people from culturally and linguistically diverse backgrounds.
- Experience with a Community Care client database and rostering computer software package, preferably Xpedit.
- Knowledge of the HACC and CHSP programs including understanding of funding and service requirements and other related community-based programs.
- Knowledge, experience and understanding of issues faced by clients from culturally and socioeconomically diverse backgrounds within the Melton municipality.

## 9. Management skills

- Lead, support, mentor, coach and develop a team.
- Manage time effectively, set priorities, plan and organise workloads to ensure specific objectives are met in the most efficient way possible and within set timelines.
- Introduce and implement changes to processes and systems within a team environment.
- Implement personnel practices including equal opportunity, occupational health and safety and employee's development.
- Achieve program objectives despite changing and conflicting demands.

## 10. Interpersonal skills

- Communicate effectively with people of all ages and from a wide range of cultural and linguistically diverse and socio-economic backgrounds.
- Gain cooperation and assistance from clients, members of the public and staff in the delivery of services.
- Support, manage, lead and motivate a team of staff.
- Liaise with and work collaboratively with colleagues to discuss matters concerning HACC and CHSP services.
- Identify issues and achieve resolution.
- Highly developed oral and written communication skills.
- Experience in dealing with complex client needs as they arise.

## 11. Qualifications and experience

- Tertiary qualification in health, community services or disability and/or substantial experience in a similar position.
- Extensive experience in the delivery of CHSP and HACC services.
- Extensive experience in managing staff.
- Current valid Victorian driver's licence.

## 12. Key Selection Criteria

1. Tertiary qualification at degree level in health, community services or disability and/or substantial experience in a similar position.
2. Demonstrated ability and experience in the management, supervision and support of staff.
3. Knowledge of the ageing process, disability across ages and related health and social factors for these people and their carers, particularly for people from culturally and linguistically diverse backgrounds.
4. High-level proficiency in common computer packages including staff rostering and the Microsoft Office suite.
5. Excellent networking, time management and communication skills, both written and verbal.
6. Good understanding of OH&S work practices.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

\_\_\_\_\_  
Manager Community Care

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Approved by Position Title

\_\_\_\_\_  
July 2022

\_\_\_\_\_  
Date Approved

\_\_\_\_\_  
Incumbent's name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

