



Position Description

Role:	Care Programs Coordinator
Department/Section:	Community Development/ Mosman Community Care
Reports to:	Team Leader Community Care
Responsible for:	2 part-time staff, 1 full-time staff, casual staff and volunteers

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focused on solutions
- Team players

MAIN PURPOSE

Mosman Council's Community Care provides a range of person centred services to older Mosman residents and carers. Within Mosman Community Care, this position is responsible for ensuring the provision of safe, reliable and accessible Care Programs that are responsive to the needs of the Mosman community, in particular, to people who are socially isolated. In order to achieve this, a range of person centered community care programs and activities will need ongoing development in consultation with service users.

This role is responsible for managing staff and volunteers, undertaking assessments of clients care needs, providing information, support and referrals and ensuring the Care Programs section functions optimally at all times. The Care Programs section is key to the efficient and effective functioning of Community Care as a whole. This is a funded program and emphasis is necessary on meeting the need, expectations and guidelines of the funding bodies.

KEY RESPONSIBILITIES

- Plan, oversee and organise reliable and appropriate individual and group social support services for the client group: older people and carers living at home in Mosman
- Utilise a person-centred and strengths based approach to engage with older people and their families and provide a positive initial contact experience and a pathway to achieving personal outcomes
- Provide flexible, timely services that ensure the needs of clients are met
- Liaise with My Aged Care or referrers at the point of receiving the referral, to ensure that information received regarding client needs is adequate and correct
- Provide direct client support in consultation with relevant service Coordinators. This includes:
 - a) home visits to clients to collect information and develop a plan which meets the client's needs and preferences
 - b) referral to other support services and My Aged Care which may assist the wellbeing of clients
 - c) risk assessment of clients' homes to reduce the risk to staff and volunteers
 - d) explanation of services provided by Care Programs and Mosman Community Care more broadly including service and payment options
- Regularly follow-up and monitor the wellbeing of existing clients and those who may have recently stopped using the services. Make adjustments to clients' care preferences as requested
- Provide crisis counselling and referrals as required
- Develop and maintain close relationships with local, sub-regional and regional organisations providing services relevant to the needs of the target group
- Promote Mosman Council's Care Programs and Community Care more generally to external service providers and community groups
- Assist with events and functions
- Coordinate Care Programs groups and assist the Care Programs Officer and volunteers in their facilitation
- Coordinate an annual service providers forum for community professionals in Northern Sydney
- Organise and coordinate community Aged Care information sessions
- Design, implement and evaluate programs which meet the community needs of the client group
- Consult with the client group and their carers to make continual improvements in service delivery
- Enhance the use of volunteers in the service and improve the management of volunteers
- Supervise Care Programs Officer, Carers Programs Coordinator, Community Transport / Social Support Assistant and volunteers ensuring that all necessary training is provided, checks are undertaken and the results recorded, and skills are up-to-date
- Ensure contracted commitments are met and evidence is recorded, including timely preparation and submission of statistical returns, operational budgets and acquittals
- Assist with the preparation of and monitor Council's Care Program budget, ensuring

operations fall within Council's expectations

- Ensure that the Care Programs service supports the work of other programs within the section
- Initiate and support positive collaboration with internal and external services and teams
- Promptly and accurately register and record all IT and corporate related correspondence and documentation including emails into Council's electronic Corporate Information Management Systems (ECM and HMS) as required
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required

WORK HEALTH AND SAFETY RESPONSIBILITIES

This position is responsible for the day to day supervision of your workers, contractors and volunteers and for ensuring that all tasks are performed safely.

In particular, the Care Programs Coordinator shall, as far as is reasonable practicable:

- Ensure as far as is reasonably practicable all tasks are performed in accordance with legislative requirements
- Ensure as far as is reasonably practicable all tasks are performed in accordance with the safe work method statements and safe operating procedures
- Verify the effectiveness of control measures at appropriate intervals – including monitoring compliance with safe work procedures, site induction requirements and permits to work
- Respond to issues raised through the consultative process and ensure appropriate actions are taken when it relates to their area of influence and responsibility
- Review all Council activities within their area of responsibility and undertake steps to improve safety
- Conduct regular WHS inspections of immediate work area and take necessary corrective action
- Promote WHS with workers, contractors, volunteers and the public
- Ensure as far as is reasonably practicable reported hazards and other WHS issues are dealt with immediately or discussed with Managers without delay
- Facilitate and support workers, contractors and volunteers participation in relevant WHS training
- Support all injured persons and ensure they are adequately cared for immediately following an accident
- Investigate incidents and near misses, take action and/or make recommendations to ensure they are mitigated and do not re-occur
- Keep the managers informed on all aspects of implementation of the WHS Corporate Practice within their area of responsibility
- Fulfil "worker" WHS responsibilities as listed in Mosman Council's Work Health and Safety Corporate Practice

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Tertiary qualifications in Community/Social Work Studies, or other relevant qualification
- Minimum of two years' experience in a similar role at a similar level
- Excellent communication and people skills; ability to communicate effectively with the client group
- Demonstrated experience providing assessment, information, referral and support services for older people and carers. Experience of working with people with dementia would be an advantage
- Experience in the effective management and supervision of staff and a strong team orientation
- Knowledge of and experience in Aged Care funding and legislative environments including CHSP and CCSP
- Ability to set priorities, meet deadlines including contract requirements and work under pressure
- High computer proficiency with Windows applications together with high levels of accuracy. Competence in the operation of client management and reporting software (Council uses HMS).
- Understanding of WHS issues in the workplace and EEO principles
- Current Class C driver's license and willingness to drive Council vehicles
- A satisfactory Police Check
- First Aid Certificate
- A valid COVID-19 Vaccination Certificate

Desirable:

- Experience promoting and marketing services
- Knowledge of Local Government

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

Hours:	140 hours over a 4 week period across a 7 day spread of hours
Status:	Full-time
Qualifications:	Tertiary qualifications in Community Development
Experience:	Minimum of two years' experience in a similar role at a similar level
Commencing Salary / Range:	Group F Council Salary System plus Superannuation Band 3, Level 2
Position Approved By:	Director Community Development
Approved Date:	November 2022

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's name (printed)

Employee's signature Date