**Wujal Wujal Aboriginal Shire Council – Position Description**

**Position title: Coordinator – Community and Disability Support**

**Award Queensland Local Government Industry Award 2017**

**CLASSIFICATION Level 6 (Stream A)**

**RepoRTS to: Director FINANCE AND GOVERNANCE**

**PLAcE OF EMPLOYMENT: Wujal Wujal**

**POSITION OBJECTIVE**

Ensure the provision of quality care and exceptional customer service to meet the operational requirements of the Wujal Wujal Aboriginal Shire Council.

**KEY RESPONSIBILITIES**

* To maintain a consumer-centred/customer-oriented approach to consumers and service delivery
* To provide excellent customer service to consumers, program staff, volunteers and all relevant stakeholders
* Protect the rights of the consumer always, including but not limited to confidentiality, privacy, individual choice and decision making
* Perform work within the employee’s skills, training and capabilities as directed by management.
* Coordinate operation of activities and services associated with the Community Care Service
* Comply with the Key Performance Indicators set out in the Federal and State Government Funding Contracts for Care Services
* Ensure all services provided meet the Australian Aged Care Single Quality Framework
* Be responsible for the recording of data evidence for service reporting
* Ensure all Federal and State Government funding reports are submitted on the data exchange by the due dates.
* Manage Staff conduct within the Community Care Service services to comply with Council policy and procedures
* Implement processes and systems for the service that protect the integrity of services for both Clients and Council
* Facilitate access for clients to relevant information in relation to care services.
* Provide monthly Council reports on operational programs, compliance measures, data on services provided, compliance with systems and processes, update on client reports and any operational issues or risks.
* Comply with Council Code of Conduct and policies and procedures.
* Work in a safe manner, report any unsafe conditions, events or incidents and comply with Councils safety management system, work method statements and operational procedures and practices and ensure Community Care Service employees also meet their WHS obligations.
* Implement and comply with all legislative and statutory requirements associated with the performance of the role and as a local government employee.
* Demonstrate positive Customer service focus and treat both internal and external customers with courtesy and respect
* Demonstrate positive communication skills, interact with all persons in a clear appropriate and respectful manner.
* Work is performed to established and professional standards
* Undertake tasks in an efficient and timely manner and suggest changes to improve operational and community outcomes

**EXTENT OF AUTHORITY**

* Authorised to act on behalf of Council in accordance with formal delegations made by the CEO

**QUALIFICATIONS AND EXPERTISE**

* At commencement of employment hold at Cert III level qualification in Individual Support or related fields and further complete a level IV qualification within twelve months of commencing employment.
* Previous experience in Aged & Community Care
* Understanding of Government Sector Reforms and Consumer Directed Care principles
* National Police History Check to Council’s Satisfaction

**GENERAL**

Council at is discretion reserves the right to update its policies, work practices, organisational structure and arrangements. It is an expectation that employees will comply with all policies and work practices and organisational arrangements as amended and current at any specific time.

No Council policy, administrative arrangement, statutory or industrial instruments will form part of this position description and will apply as current and amended from time to time.