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| **POSITION DESCRIPTION** | |
| **Position Title:** | Service Coordinator |
| **Service/Facility/Department:** | Community Aged and Disability Services |
| **Direct Reports:** | Client Liaisons, Team Leaders, Lifestyle Coordinators |
| **Key Relationships:** | **Internal:** Service Manager, Administration staff, Home Care and Support Service Workers, Multidisciplinary Team staff, Volunteers, Client Services and Anglicare central support teams |
| **External:** Clients and their Carers, Referral Agencies – Doctors/Nurses, Agency staff, Hospital staff, other Service Providers, Subcontractors |

**Position Statement / Overall Purpose**

The overall purpose of the Service Coordinator is to be responsible for overseeing the coordination of services to eligible clients, day to day service coordination and support of team leaders and staff and provision of operational support to the Service Manager.

The Service Coordinator will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence and own reliable transport
* Diploma in Community Service Coordination, Health, Human Services or equivalent

**Key Selection Criteria**

* Demonstrated experience in the coordination and evaluation of care and support services within community or human services sector
* Knowledge of legislative requirements of community aged care including the *Aged Care Act (Commonwealth 1997) and Disability Service Act 2006 (Qld)* and Workplace Health and Safety regulations and requirements
* Demonstrated ability to provide leadership and supervision to team members and capacity to build effective and collaborative relationships with community partners and stakeholders
* Exceptional written and verbal communication, negotiation, influencing and problem solving skill
* Ability to motivate and work with staff within a complex team environment, and provision professional development opportunities as required
* High level computer skills in Microsoft Office and capacity to use various databases
* Knowledge of Continuous Quality Improvement and experience in providing organisational support through Accreditation processes

**Key Accountabilities and Responsibilities**

1. **Accountability: People Management**

***Effectively lead, manage and develop a team, within an environment which encourages staff to work cooperatively***

**Responsibilities:**

* Influence and lead contributions to a service culture that is client-focused, productive, professional, collaborative, flexible and aligned to Anglicare values
* Contribute to people management of the service including recruitment; on-boarding; professional development; regular performance management; continuous improvement of resource allocation and services to delivery; workforce planning; grievance and discipline issues; and separation
* Adherence to workplace health and safety, employment and anti-discrimination legislation
* Provide on call support to staff for client, staffing and service delivery issues as required
* Communicate effectively with all internal and external stakeholders, to support service delivery

1. **Accountability: Operational Coordination**

***Ensure services are coordinated and delivered in a timely manner, in accordance with guidelines and standards***

**Responsibilities:**

* Oversee client service delivery and support the development, implementation and monitoring of local operating processes
* Collate and report on feedback from clients and stakeholders and assist in managing compliments and complaints
* Ensure client data and documentation is current, accurate and available
* Maintain relationships with referrers to ensure maximum funding utilisation and liaise with appropriate agencies regarding client support strategies
* As part of the service leadership team, contribute to the development, implementation and monitoring of business and operational plans

1. **Accountability: Continuous Quality Improvement**

***Maintain daily operations with a focus of continuous quality improvement***

**Responsibilities:**

* Coordinate audits and ensure compliance with Anglicare policies/procedures.
* Monitor internal processes and systems to ensure a consistent approach to continuous quality improvement strategies
* Monitor service stock control systems to ensure financial accountability
* Assist in identifying professional development opportunities in line with emerging industry trends

1. **Accountability: Data Control and Reporting**

***Ensure the completion of service and industry specific documentation***

**Responsibilities:**

* Complete relevant documentation within legislative requirements to privacy and confidentiality
* Regularly collect, collate and report on client and family feedback, and contractor evaluations

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.
* Relieve the Service Manager as required

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.