



POSITION DESCRIPTION

POSITION TITLE: Service Coordinator

POSITION TYPE: Permanent part time, 12 hours per week (with possibility of extension of hours)
Monday: 9:00am – 3:00pm
Tuesday: 9:00am – 3:00pm

LOCATION: Italian Day Centre – Launceston: 414 Westbury Road, Prospect Vale TAS 7250

SUPERVISOR: Manager (Hobart)

OTHERS REPORTING TO THIS POSITION: Cook (Launceston)

SALARY: Social, Community, Home Care and Disability Services Industry Award 2010 Level 5.1

PURPOSE OF POSITION:

- To coordinate aged care services and disability support programs of the Italian Day Centre.
- To manage the day-to-day operations and administration of the Italian Day Centre.
- To support aged clients, clients living with a disability and their carers in achieving their care goals and needs through the Commonwealth Home Support Program (CHSP) and the Tasmanian Home and Community Care Program (HACC), under the model of Consumer Directed Care (CDC) and the Home Care Standards, and incorporating the wellness, reablement and restorative care approaches.
- To lead and coordinate the Italian Day Centre team of staff and volunteers.

MAIN DUTIES / RESPONSIBILITIES:

- Develop and organise a comprehensive day centre program in accordance with the CHSP Manual and appropriate to clientele need.
- Prepare and execute all day centre services and activities as per the day centre program.
- Develop, organise and implement supplementary aged care and disability services for clients.
- Regularly evaluate the day centre program and all activities, services and operations.
- Support Italian Day Centre clients in achieving their care goals and needs by:
 - Organising and receiving referrals (client and service) through the My Aged Care provider portal;
 - Where appropriate, assisting in developing an individualised care plan with clients, with regular ongoing assessments to actively identify current care needs and adjust goals of care plan accordingly;
 - Coordinating care and services, as directed by the client, from the Italian Day Centre and/or in collaboration with other providers.
 - Establishing strong rapport with clients through regular interaction via home visits and at the Italian Day Centre.
 - Maintaining and monitoring all client records, ensuring all details are kept up to date.



- Manage all other aspects of the Italian Day Centre's operations including administrative/financial tasks, clerical duties and kitchen operations – receiving of food order deliveries, stock control, ensuring adherence to food safety protocols, directing kitchen staff.
- Recruit and coordinate volunteers for the Italian Day Centre.
- Regularly communicate with and provide reports to the Manager analysing the operations and service coordination of the Italian Day Centre.
- Record all client service outputs in the client management system (CRM) and in hard copy; Prepare monthly electronic reports of outputs to the Manager for data submission.
- Attend staff meetings as required to discuss and/or resolve workplace issues relevant to the position.
- Undertake any training relevant to this position.
- Maintain privacy, confidentiality, advocacy, respect and duty of care in dealing with clients.
- Maintain a clean and safe Centre for clients and workspace for staff and volunteers, and abide by workplace health and safety standards as per policies and procedures.
- Follow direction and carry out any other additional tasks from the Manager.

QUALIFICATIONS, SKILLS & EXPERIENCE

Qualifications:

- A tertiary qualification relevant to the position with relevant experience, or Certificate IV in Aged Care or above with relevant experience.
- National police check certificate (current within three years).
- First aid certificate (current within three years).
- Fire safety certificate – Chief Warden (desirable)
- Food safety certificate (desirable).

Experience and Skills:

- Thorough knowledge of the legislative requirements and government policies and frameworks of the Commonwealth Home Support Program (CHSP) and the Tasmanian Home and Community Care (HACC) Program. Knowledge of the National Disability Insurance Scheme (NDIS) will be highly regarded.
- Sound understanding of the principles and practices of Consumer Directed Care (CDC), the CHSP's approaches of wellness, reablement and restorative care, and the Home Care Standards.
- Knowledge of other quality management standards relevant to the operations of the Italian Day Centre (food safety standards, fire safety and emergency planning, etc).
- Minimum three (3) years experience in aged care, community care, home care, and/or disability care. Experience involving planning, coordination and delivering of aged care and disability care services in a community setting is essential, with coordination of meals and social support services (group/centre-based settings and individual/home-based settings) being highly regarded.
- Experience in working with vulnerable groups such as the elderly/frail, culturally and linguistically diverse (CALD) individuals, persons living with dementia, persons living with a disability and other disadvantaged groups.



- Effective verbal and written communicator with strong liaising skills across all levels of the organisation. Strong interpersonal skills with clients, staff and volunteers.
- High-level IT skills and knowledge base, including using Microsoft Office, knowledge of using client management systems (CRMs), navigating the provider portal for My Aged Care, and other data entry experience.
- An exceptional team leader, who effectively motivates and supervises team members, and who also works as part of the team.
- Able to work independently and be self-reliant.
- Highly motivated with exceptional organisational skills, including excellent time management skills with a demonstrated ability in working under significant time pressures and consistently meeting deadlines.
- Knowledge of the Italian migrants in Tasmania – their community, culture, cuisine, language, attitudes, belief systems, history and regional differences/preferences. Fluency in the Italian language will be highly regarded.
- Current full driver's licence (C Class).

WORKING ENVIRONMENT

- This position will regularly involve sitting at an office station and using a computer for significant periods of time. Effective ergonomic practices should be employed.
- The Italian Day Centre is a smoke-free workplace.

MANAGEMENT APPROVAL

Name: E. Gardener

Position: Manager, Italian Day Centre (Hobart)

Date of approval: 17th November 2017