

Position: **Community Aged Care (Garden Maintenance)
Service Coordinator**

Classification: SCHCADS Grade 6 (Salary Packaging is available)

Hours: 35 hours per week

Responsible to: Manager, Aged and Disability Services

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to coordinate a dynamic service (Garden Care) based upon growing community need and that outcomes and activities may change over the course of time.

REPORTING & ORGANISATIONAL CONTEXT

The Coordinator is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Manager, Aged and Disability Services. The Coordinator will be aware of the requirements of other stakeholders such as Service Users, Department of Social Services (CHSP funding body); Department of Family and Community Services (CCSP funding body); and other Commonwealth Home Support Program (CHSP) and Community Care Supports Program (CCSP) Service providers.

Service Objectives

- To provide a service which assists members of the CHSP target group people over 65 within the Inner West Region to maximise their independence and wellness.
- To provide a service to eligible service users which makes gardens easier to maintain, either through the conversion of gardens to easy care, Garden Support Service and/or the provision of a regular lawn mowing service.
- To provide a consumer directed service that is responsive to the needs of individual clients
- To monitor the needs of service users and refer to My Aged Care as appropriate

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Criteria:

- Relevant tertiary qualifications in the social sciences, community welfare, and/or project management.
- Demonstrated ability in service development and management, particularly in management of multiple strategies simultaneously.
- Experience and/or knowledge of the Commonwealth Home Support Program
- Exceptional organisational skills.
- Demonstrated experience in staff supervision and support
- Demonstrated experience in delivering a volunteer based service
- High level communication skills including conflict resolution and negotiation skills
- Well-developed written communication skills

- Understanding of issues impacting frail older people, people with disabilities and their carers.
- Understanding of Consumer Directed Service/ Person Centred Approach
- Current driver's licence
- Computer skills, including Microsoft Word, Excel, Outlook and a Client Relationship Management Database.

Desirable Criteria:

- Cross cultural skills
- Understanding and experience of working with disadvantaged communities
- Interest in gardening and the principles of Easy Care Gardening.

PRINCIPLE DUTIES

The Community Aged Care (Garden Maintenance) Service Coordinator oversees a team of staff including an Assistant Coordinator, a Data and Records Officer, a Garden Care Scheduler and Garden Care Support Workers. While duties may be delegated to other staff it is the responsibility of the Coordinator to ensure they are carried out.

Planning and Evaluation

- Participation in CCCC Strategic Planning days
- To monitor service activities against the Work Activity Plan and recommend any changes to ensure activities are completed effectively and on time.
- Analyse, survey, evaluate and gather feedback from service users to determine level of success in achieving set objectives and client satisfaction.

Staff Supervision and Support

- Oversee the recruitment of Garden Care service staff
- Ensure appropriate orientation and training of staff is undertaken
- Regular supervision and support of staff.
- Ensure regular Garden Care team meetings are held
- Meet regularly with the GC Scheduler to ensure that staff rosters are developed in a timely manner to make the most efficient use of staff time, resources and volunteer hours.

Volunteer Recruitment, Supervision and Support

- Ensure ongoing recruitment of volunteers for the service, including corporate volunteers and promotion of volunteering opportunities, interviewing of volunteers, conducting reference and criminal record checks, and keeping of appropriate records.
- Ensure regular communication with Garden Care volunteers including actively seeking feedback and suggestions for service improvement
- Facilitate a sense of satisfaction and achievement among Garden Care volunteers through ongoing acknowledgement and promotion of events they may wish to participate in.
- Assessment of training needs and provide adequate support and training
- opportunities including those that also incorporate a social component.

Effective workplace relationships

- Maintain effective working relationships with Centre staff.
- Participate in Centre activities such as Festivals, training days and other events identified as being of importance.

- Establish and maintain effective working relationships with multiple external stakeholders
- Attendance at Centre CHSP Coordinator meetings, CHSP Forums, and other relevant forums.

Service Development

- To involve stakeholders, corporate sponsors and community partners in the implementation of Garden Care activities where appropriate.
- To introduce a full fee and brokerage service consistent with the CHSP Client Contribution Framework and prepare the service for individualised funding.

Risk Management

- To ensure a safe working environment for staff and volunteers
- To ensure CCCC obligations under the Work Health and Safety Act are met
- To regularly review work practices to ensure safety of clients staff and volunteers
- To monitor items on the Risk Management Plan and ensure changes are made to policies and procedures which result reduced risk
- To monitor Service levels to ensure that minimum funding requirements are met and to recommend service changes when they are not.
- To participate in an annual internal audit of procedures and client data to ensure compliance with the Aged Care Quality Standards.

Service Delivery

- Together with the Assistant Coordinator, receive enquiries and referrals about Garden Care and ensure appropriate client assessments are undertaken, including through MyAgedCare
- Refer clients to My Aged Care services as appropriate
- Ensure that a care plan is developed for each client and that services appropriate to client needs are delivered.
- Ensure that client data is properly maintained
- Ensure complaints and feedback are monitored and service improvements are implemented where needed.

Reporting and Compliance

- Ensure data is submitted to the Dept of Health based on specified requirements
- Ensure service is operated according to the Aged Care Quality Standards.

Promotion and Publicity

- Ensure information relevant to Garden Care is available and accessible
- Promotion of Garden Care services in the local media and to a variety of stakeholders including presentations to CHSP target group.
- Contribute items to the Centre Newsletter and Facebook page.

Financial Management

- Together with the CEO and the Manager, Aged and Disability Services review spending against the budget on a quarterly basis and ensure expenditure is on track
- Ensure invoices, payments and petty cash are submitted to the CEO and Book Keeper on a weekly basis
- Adhere to the Centre's Financial Policy.

Resource Management

- To ensure adequate supply and maintenance of all tools and vehicles, including ensuring registration and insurance kept up to date, together with other staff as appropriate.
- Together with the GC Scheduler oversee the management of the facility (The Cottage), including cleanliness and maintenance and taking bookings.

Other

- Adhere to the Centre’s Code of Behaviour and Policies and Procedures as contained within the Centre’s Policy & Procedure manual.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name