

Canterbury City Community Centre Inc

POSITION DESCRIPTION

Position:	Garden Care 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 co ordinate a dynamic service based upon growing community need and that outcomes and activities may change over the course of time.

Reporting & Organisational Context:

The Garden Care Coordinator is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Manager, Aged and Disability Services. The Garden Care 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 / CCSP target group (frail older people, people with disabilities, and their carers) within the Inner West Region to maximise their independence.
- To provide a service to eligible service users which makes gardens easier to maintain, either through the conversion of gardens to easy care 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 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

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 of staff and the development of annual work plans.
- Ensure regular Garden Care team meetings are held
- Ensure that processes are in place to recruit and monitor the effectiveness of Lawn Mowing Contractors in co-operation with the Garden Care Assistant Coordinator
- Meet regularly with the GC Scheduler and Administration Officer 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 promotion of volunteering opportunities, interviewing of volunteers, conducting reference and criminal record checks, and keeping of appropriate records.
- Ensure regular communication with 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, Sydney Easy Care Gardening Service 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 maintain an awareness of opportunities to deliver services to people with a Disability under the NDIS
- To oversee improvements to Client Management Data Systems, in consultation with

administration staff, to ensure that the service is managed efficiently and effectively.

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 Home Care Standards.

Service Delivery

- 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.
- Manage a waiting list for services in accordance with Home Care standards.
- Ensure that client data is properly maintained
- Ensure complaints and feedback are monitored and service improvements are implemented where needed.
- Remain current with field operations by occasional on site participation with other Garden Care staff and volunteers.

Reporting and Compliance

- Submit a monthly report to the Manager, Aged and Disability Services based upon service output levels and against key outcomes identified in the Work Activity Plan
- Contribute to the CCCC Annual Report
- Ensure data is submitted to the Dept of Social Services and Family and Community Services based on specified requirements
- Ensure service is operated according to the Home Care Standards
- Together with the Manager, Aged and Disability Services undertake an annual review of Service Policies and Procedures

Promotion and Publicity

- Ensure pamphlets promoting Garden Care are available for distribution to local agencies and stakeholders, and that these are translated into key community languages
- Ensure information relevant to Garden Care is available and accessible
- Promotion of Garden Care services in the local media, ensuring at least two articles per annum in key outlets
- Be available as a guest speaker at gatherings of CHSP Service Users
- 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 Scheduler and Administration Officer 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.

Employee's Signature: _____ **Date:** _____

CEO's Signature: _____ **Date:** _____