

Employee Position Description

Position Details		
Position Title: Program Coordinator	Department: Community/Carer Support	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015
Reports To: Manager of Carer Support	Location: All sites, predominantly Richmond, including home visits	
Direct Reports: Direct support staff and volunteers	Employment Status: Permanent - Full Time	Classification: Management and Administration Officers, Grade 2
Position Primary Purpose		
<p>This position's primary role is to coordinate the day-to-day running of the respite and social support programs.</p> <p>This position will:</p> <ul style="list-style-type: none"> ▪ Supervise and provide on the job training to direct support staff ▪ Complete new client assessments ▪ Create care plans and undertake care plan reviews, which will include client background information and interests, strategies to support their needs and how to encourage clients to do more for themselves (re-ablement). ▪ Make all transport arrangements and associated risk assessments ▪ Ensure the Food safety plan is adhered to and documentation is completed correctly by direct support staff. Respond to questions and prepare for annual Food Safety audits. ▪ Register and match staff and/or volunteers to clients based on individual needs and the types of activities, events and outings in place, including maintaining safe staff to client ratios. ▪ Support the development of day-to-day work practices and their review to ensure the Aged Care Quality Standards and the Commonwealth Home Support program guidelines are met. ▪ Contribute to the Quality Improvement Plan. 		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Decision Making Authority	Key Relationships
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> • Rostering, including matching of Support Workers to clients. • Matching of clients to centre based activities and outings based on their interests/staff ratios and support needs • Reducing or waiving of client fees with well documented justification. • Client and staff transport arrangements. • Problem solve day to day program issues in relation to clients, carers and program staff. • Day to day use of petty cash to make small program purchases (pantry and fridge items outside of the regular Coles Online order), or other purchases as discussed with the Manager. 	<p>Internal</p> <ul style="list-style-type: none"> • Support Workers • Activity Leader • Program Administrator/s • Sessional Instructors • Volunteers • Manager on Duty • Community • Facilities • Allied Health and Medical • Finance • HR • IT <p>External</p> <ul style="list-style-type: none"> • Carers/Family Members • RAS, ACAS and Home Care Package providers (potential referrers) • Other organisations and partners

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Key Accountabilities	
Focus Areas	Responsibilities
Staff Supervision	<ul style="list-style-type: none"> • Provide day-to-day supervision and on the job training to direct support staff and volunteers. • Ensure staff are aware of and apply program specific work instructions and organisational policies and procedures. • Contribute to and be involved in staff annual plans, learning and development and team plans.
Assessments and Care Plans	<ul style="list-style-type: none"> • Prepare for in-home and centre based client assessments, locating and reviewing the client's My Aged Care (MAC) support plan, contacting the referrer for additional information prior to assessment (if required) and gather other relevant organisational information to provide either in-home or centre based respite and outings. • Visit clients in their homes to assess their care needs including risks, understand carer's goals and agree on respite services to be provided including the respite fee, transport arrangements, days and times of respite and agreed in-home respite tasks. • Set clear expectations and boundaries with carers and clients regarding eligibility, the support that can be provided during respite, including when a client may not be eligible for the program anymore. • Explain and implement the fee framework when assessing individual financial situations. Clearly justify and document any fee reductions/fee waivers. • Communicate with carers, clients and the team regarding attendance and all other respite arrangements. • Update MAC notes when an assessment is booked and when respite frequency/start date is confirmed. • Update service information in MAC (end date) when respite ceases and discharge from TRAK (once all stats are completed and progress notes have been updated). Notify the Program Administrator regarding the discharge and steps already completed. • Ensure that we have the correct referral code for the type of respite provided. Request the appropriate referral from the referrer if needed and reject the respite type not being used. • Create a care plan once the assessment is complete. Review care plans (one month after the initial assessment, after an incident or hospital stay and at least annually) within a person centred and re-ablement framework. • Ensure TRAK progress notes are kept up to date and documents are uploaded. • Ensure all program documentation requirements are met in accordance with the Aged Care Quality Standards and Commonwealth Home Support Program (CHSP) guidelines.
Roster	<ul style="list-style-type: none"> • Manage the roster and all transport arrangements to maximise new client attendance/meet in-home requests for support to access the community. • Ensure the centre and outings are adequately staffed and the bus and/or vehicles are booked and allocated as required based on attendance, individual client support needs and the type of activity scheduled to minimize risks. • Match clients to centre based days/outing based on interests and the program's ability to meet individual support needs.

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> • Appropriately match support workers to in-home clients to ensure preferences, interests, personalities and transport needs are met. • Assess and problem solve individual requirements with carers and other program staff to support positive client experiences.
Food Safety	<ul style="list-style-type: none"> • Act as a Food Safety Supervisor and implement the Food Safety Plan. • Train direct support staff and volunteers regarding the Food Safety Plan and associated activities. • Arrange annual external Food Safety audits and act as the main contact. • Ensures paperwork is completed and compliant for all monthly audits including cold and dry storage audits and the food safety thermometer is calibrated as outlined in the Food Safety Plan. • Ensure that we meet the requirements of our Class 1 Food Safety Registration.
Documentation	<ul style="list-style-type: none"> • Check emails daily to keep up to date with program and organisation activities, meetings etc. • Problem solve clinical risks or concerns with the Manager, communicate and implement strategies to address them prior to finalising the care plan and implementing respite. • Report and document VHIMS within 24 hours to ensure that we are aware of and address risks in a timely manner within the team/program so that we remain compliant with incident reporting requirements. • Document client, carer and assessor feedback on feedback forms to assist with continuous improvement and address any areas of concern as they arise.
Manager on Duty/On-call	<ul style="list-style-type: none"> • Undertake Manager on Duty responsibilities according to the site roster. • Share on-call responsibilities with the Manager according to any after business hours respite planned in the roster. • Assist in supporting a safe working environment.
Other	<ul style="list-style-type: none"> • Understands and applies the Commonwealth Home Support Guidelines within the day-to-day operations of the program. • Ensure MAC and TRAK accurately reflect client involvement in the program according to guidelines and protocols. • Ensure we record accurate statistics according to our funding targets. • Understands and complies with relevant Access Health and Community Policies and Procedures and Carer Support Work Instructions to ensure that we offer a safe and enjoyable service to clients. • Answer the centre phone, take messages including the name, number and organisation the caller is calling from and provide this to the relevant person to support communication and follow up. • Report computer and vehicle issues directly to facilities and IT via email or Connect to minimise disruption to service provision. • At times, provide direct support to clients during respite to ensure client needs are met.

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> • Maintain a working knowledge of the activities offered in centre (including outings) to assist in talking about the program to people within the community. • Promote activities and outings to clients, carers and other members of the community to support increased attendance in the program. • Collaborate with the Manager, for any involvement in any organisational activities to ensure that the needs of the program are met in the first instance. • Undertake other duties as required to ensure the program runs efficiently and effectively.
Quality and Compliance	<ul style="list-style-type: none"> • Contributes to continuous quality improvement, quality procedures and internal and external program reviews. • Ensure that incident reports remain compliant. • Ensure the program meets funding and accreditation requirements.
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.</i>
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>mandatory if lived/work os in past 10 yrs</i>) • Working With Children Check • Australian Driver's Licence and a comprehensively insured vehicle to use for work purposes including transporting clients <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Degree qualified health/aged/disability • Minimum of 3 years' experience in a similar role within an aged, disability or community program. • Proficiency in Microsoft Office and relevant software applications • Experience in driving a small (12-seater) bus. 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Demonstrated understanding of the impact of ageing and disability on functional ability. • Demonstrated knowledge and experience conducting assessment/s and writing care plans in the delivery of aged and/or disability services. • Demonstrated understanding of how to communicate, build rapport and support older adults, people with a disability and their carers. • Ability to interact effectively & appropriately with a wide range of people including the frail aged, people with a disability and people from diverse cultural backgrounds. • Demonstrated knowledge and experience in applying person centred care and re-ablement with aged/disability clients. • Demonstrated ability to roster respite/provide appropriate support to clients in a variety of settings. • Effective time management skills and problem solving capacity. • Well-developed written, verbal and interpersonal communication skills. • Demonstrated ability to work independently as well as effectively in a collaborative Team environment. • Ability to follow and apply organisational policies and procedures and program specific guidelines relevant to the Commonwealth Home Support Program. • Demonstrated computer skills with capacity to learn and use electronic reporting Systems. • Experience with the MAC provider portal. • Demonstrated understanding of the Commonwealth Home Support Guidelines (Carer Support and Carer Relationships and Social Support). • Commitment to continuous quality improvement and health promotion principles. • High level of cultural sensitivity awareness • Demonstrated behaviour consistent with AccessHC values.

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AccessHC is a Child Safe Organisation.

AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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