



## **SOUTH GIPPSLAND SHIRE COUNCIL**

### **POSITION DESCRIPTION**

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<b>POSITION:</b>	Service Coordination Officer
<b>DIRECTORATE:</b>	Corporate & Community Services
<b>DEPARTMENT:</b>	Aged and Disability Services
<b>CLASSIFICATION:</b>	Band 4
<b>EMPLOYMENT STATUS:</b>	Casual
<b>CURRENT OCCUPANT:</b>	Nil
<b>DATE:</b>	September 2015

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### **ORGANISATION OVERVIEW**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

### **DEPARTMENT**

The Aged & Disability Services Department is responsible for providing a range of responsive and flexible in home and community based services to the frail aged, persons with disabilities and their carers. The majority of services are provided through the Home and Community Care Program (HACC). The philosophy of our HACC Team is that services need to be responsive and reflective of individual needs. This is based on the understanding that health and well-being fluctuates through-out life. Therefore, with individualised support and autonomy independence can be maximised.



The team consists of Community Support Workers, Intake and Assessment Officers, Client Services and Community Programs Team Leaders, Coordinator Aged and Disability Services, as well as Home Maintenance Contractors and Volunteers.

The Department has an overall operating budget of approximately \$2 million

The Aged & Disability Department is responsible for the provision of:

- Assessment
- Home Care
- Personal Care
- Respite Care
- Home Maintenance
- Community Transport
- Meals on Wheels
- Volunteer Coordination
- Senior Citizens
- Community Register
- Active Ageing Plan
- Active Retirees Advisory Committee

### **ORGANISATIONAL RELATIONSHIPS:**

**Reports to:** Coordinator Aged and Disability Services

**Direct Reports:** Nil

#### **Key Internal Relationships:**

- Aged and Disability services staff
- All departments within Council

#### **Key External Relationships:**

- Department of Health
- Case management agencies
- Other Councils
- South Gippsland Health Services and Post-Acute Care
- Other relevant providers/.agencies

### **1. POSITION PURPOSE**

- Assist in the coordination of the timely delivery of all client services provided by the Aged and Disability Services Department.
- Assist in the development of the Client newsletter and other publications as advised.



- Prepare, maintain, update and distribute Community Transport, Meals on Wheels and Home Maintenance rosters (to volunteers and contractors).
- Roster and reimburse relevant volunteers.

## **2. KEY RESPONSIBILITIES**

- Maintain and update Aged & Disability Carer records.
- Assist in the preparation, maintenance, updating and distribution of Aged & Disability Carer rosters.
- Assist in processing Aged & Disability Carer timesheets and export payroll data to Organisational Development and debtors' data to finance.
- Accept and process referrals from Case Management and PAC agencies.
- Work collaboratively with internal and external partners to provide integrated care for clients.
- Maintain and update client files.
- Perform general administrative tasks.
- Take an active role in continuous improvement projects such as the HACCC Accreditation process.

## **3. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The position is authorised to/responsible for the following: -

- Accountable for the provision of support and assistance to the Aged & Disability Services team.
- The preparation of rosters and processing of timesheets and debtors in relation to the delivery of HACCC, Post-Acute Care (PAC) and Case Management programs, within standard practices and procedures.
- Freedom to act within prescribed policies, budgets, processes and procedures in accordance with HACCC Guidelines and data systems available.
- Accountable to act in accordance with the Council's policies and procedures. Where you do not know, you are obligated to find out.



- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

#### **4. JUDGEMENT AND DECISION MAKING SKILLS**

Judgment and decision making will be within the ambit of the following:

- The occupant will operate within prescribed methods and procedures, and use individual judgement to decide the most appropriate method or procedure based on relevant circumstance.
- The occupant is required to use problem-solving skills in relation to servicing of clients and staffing issues within set procedures and subject to approval.
- Management guidance and advice is available at all times.

#### **5. SPECIALIST SKILLS AND KNOWLEDGE**

- Knowledge of Aged and Disability services.
- Basic understanding of the principles, relevant legislation, policies, guidelines and procedures of Aged and Disability services.
- Understanding of Sharikat Khoo or willingness to learn.
- Experience with Microsoft Word, Excel and Outlook, including spreadsheets and databases.
- Accurate keyboard, word processing and spreadsheet skills.

#### **6. MANAGEMENT SKILLS**

- Ability to deal with issues with appropriate sensitivity, and regard to privacy and confidentiality.
- Ability to manage time and plan and organise own work.



- Ability to order and complete multiple tasks

## **7. INTERPERSONAL SKILLS**

- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team.
- Demonstrated ability to liaise, coordinate and communicate with a diverse range of people especially those who are frail aged and those with a disability.
- Well-developed communication skills.
- Preparation of routine correspondence, as required.
- Demonstrated ability to use initiative and self-direction within set guidelines.
- Demonstrated ability to work as part of a team.

## **8. QUALIFICATIONS AND EXPERIENCE**

The qualifications and experience required for the position include:

- Year 12 education and/or Certificate in Community Services/Aged Care/Disability
- Knowledge of Aged & Disability services.
- Demonstrated administration experience in a similar or related field.
- Service Coordination experience preferred.
- Current Victorian Driver's licence.

## **9. SELECTION CRITERIA**

- Year 12 education and/or Certificate in Community Services/Aged Care/Disability.
- Demonstrated experience in administration tasks and/or Service Coordination such as rostering, writing letters, emails, data entry, account administration, case noting.
- Demonstrated ability to liaise, coordinate and communicate with a diverse range of people especially those who are frail aged and those with a disability.



- Ability to deal with issues with appropriate sensitivity, and regard to privacy and confidentiality.
- Ability to manage time and plan and organise own work
- Demonstrated ability to use Microsoft Word, Excel, Outlook and an understanding or willingness to learn Sharikat Khoo.
- Well-developed communication skills.
- Current Victorian Driver's licence.

## 10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

<b>Acceptance of the Position – Successful Candidate to Complete</b>	
<b>Agreement:</b>	
I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general Terms and Conditions of Employment and I agree to the terms and conditions.	
Name (Please print):	
Signature:	Date: