

Title	Client Service Senior Coordinator
Employment Conditions	0.8FTE (60.8 hrs per fortnight)
Classification & Remuneration	Level 4, Pay Point 1 Social, Community, Home Care and Disability Services Industry Award 2010, Country North Community Services Enterprise Agreement 2016
Contract Term	30 June 2020, with continuing option to renew, subject to performance outcomes and funding availability
Location	SA Country Carers service locations
Reports to	Manage Client Service and Support
Screening and external authorisation requirements	Certificate in Child Safe Environment Current employment screening (DCSI) National Police Certificate (within 3 months of issue date) Current Senior First Aid certificate Current valid Drivers' Licence
Educational/Vocational Qualifications	Minimum of Diploma in Disability; Aged Care; Community Services or equivalent with relevant experience through previous appointments
Special conditions	Office based position Covers both permanent part-time and casual positions Appointment subject to successful completion (a rating of 50 or more) of the SA Country Carers in-house driving test Probationary period Some intra-state travel may be required After hours On-Call for client service programs
Key working relationships	Work as a participating member of the Client Service Team Works constructively with other SA Country Carers staff as a valued team member Supervise, support and mentor a small team of Client Service Workers Liaise with clients and address their queries and concerns Networking with program groups (CHSP & NDIS)
<p>Organisation Background</p> <p>Country North Community Services Incorporated (CNCS), trading as SA Country Carers is a not-for-profit locally based, community organisation dedicated to supporting unpaid Carers. We support people who are looking after a family member or friend who has a disability, dementia, a chronic or mental illness or who is frail of age of family or friends.</p> <p>Formed in 1996 by the local community, we are funded by State and Federal Government initiatives. We are staffed and managed locally and owned by the Carers and members who are registered with us. SA Country Carers is registered to provide supports for the National Disability Insurance Scheme (NDIS), Disability SA and the Commonwealth Home Support Program (CHSP)</p>	
<p>Position summary:</p> <p>You will be responsible for:</p> <ul style="list-style-type: none"> ○ The planning and coordination of client services in a timely and accurate manner where the client is empowered to exercise choice and control ○ Delivery of services that assist children or adults with a disability, chronic illness, mental illness, dementia or of frail age to access community and build resilience, wellness and reablement ○ Planning and assigning workload to team members, monitoring workflow to ensure timely delivery ○ Analysing and resolving service related issues promptly ○ Developing a supportive team environment that demonstrates commitment to quality outcomes ○ Providing effective guidance and support to team members to achieve positive cultural change ○ Working in accordance with SA Country Carers' vision, mission and values ○ Planning programs for clients from all backgrounds by ensuring equity, inclusion and diversity 	

Performance requirements		
Function area	Key tasks & responsibilities	Performance indicators
Service provision	<ul style="list-style-type: none"> • Develop, deliver and review overnight, cottage based, group and in home services • Provide staff rosters, timetables, resources and goal setting for each program • Assess the support requirements of clients receiving services • Develop, implement and review appropriate client support plans to include goal setting and behaviour support which are fair, equitable and client focused • Attend, plan and deliver training • Plan and supervise events as required • Represent SA Country Carers at multi agency case management meetings, sector events and public forums • Schedule regular client meetings and teleconferences to strengthen client relationships • Negotiate service contracts and cost with clients as needed 	<ul style="list-style-type: none"> • All shifts staffed with suitably qualified and / or credentialed workers • Roster is completed and communicated a minimum of two weeks prior to the commencement period • The development and implementation of programs meet all aspects of funding criteria and service delivery standards • Client goals clearly set and reported against when attending to client files • Attended at least 1 network sector meeting throughout the year • All monthly compliance checks are completed • All new referrals for client service programs, from all portals, internal and external referrals are actioned in a timely manner • Positive client relationships are built • Content of service agreements and service quotes are accurate before authorised by the Manager Client Service and Support
Service accountability	<ul style="list-style-type: none"> • Ensure that services are consistent with the expectations of clients, funding bodies and external agencies who contract our services • Work in accordance with SA Country Carers policies, procedures and quality management system to ensure effective and compliant service delivery and reporting • Provide accurate and concise data for reporting templates • Assist with the preparation of funding applications and reports as required • Maintain accurate and concise records of assessments, care plans, medication charts and incident reports • Monitor program expenditure and implement actions to reduce expenses 	<ul style="list-style-type: none"> • Annual audit conducted on 'out of region' and NDIS relevant clients' files for accuracy and compliance • All database entries are completed and accurate prior to the reporting dates • Routine checks of client database entries for accuracy and defensive documentation principles • Accuracy of outputs is recorded and maintained up to date • Work methods are reviewed regularly • Petty cash is balanced

POSITION DESCRIPTION

Function area	Key tasks & responsibilities	Performance indicators
Staff management	<ul style="list-style-type: none"> Supervise, support and mentor a small Client Service Team of employees and volunteers Conduct performance evaluation of team members and provide appropriate feedbacks for improvement 	<p>Reportees 'catch ups' conducted and documented monthly</p> <p>Reportees Performance Review & Development conducted annually Client Service team meets regularly and minutes are provided</p>
Commitment to positive working environment	<ul style="list-style-type: none"> Actively participate in SA Country Carers' coordinated social and client events Contribute positively to the maintenance of a happy working environment Demonstrate trust and respect for the core values within SA Country Carers 	<p>Attendance at morning tea's, social and client events is noted</p> <p>Language with in the workplace is open and inclusive</p> <p>Adherence to values demonstrated in work on a daily basis</p>
Promotion	<ul style="list-style-type: none"> Portray SA Country Carers positively in the community as per our branding and promotional guidelines Promote client services at speaking engagements, attendance at community events etc. Identify prospective clients through networks and referrals Develop and implement educational sessions for school groups, community groups and service providers, with the aim of promoting awareness of Carers' roles, needs and acceptance of those with disabilities 	<p>Participates in at least two promotional activities per calendar year.</p> <p>Collaborates and participates in organisational events at least once per calendar year.</p> <p>New clients identified through network participation</p>
Work Health & Safety	<ul style="list-style-type: none"> Observe and ensure that reporting staff are aware of and follow SA Country Carers' Work Health and Safety (WHS) policies, procedures and processes at all times Ensure that all planned activities & programs are consistent with WHS policies, procedures and processes Monitor and ensure reporting of all incidents, near misses and workplace injuries and preventative actions are put in place Observe overall trends in incidents and identifying actions to reduce escalation Ensure relevant work sites, including clients' homes are assessed safe working environments Take a proactive approach to workplace health, safety and staff wellbeing 	<p>Actions from incident/hazard reports processed with in a timely manner</p> <p>Maintains Safe food handling certification every 12 months</p> <p>All staff and volunteers manual handling</p> <p>Record of policy and procedure review at team meetings/catch ups</p> <p>Incidents and near misses' numbers are reduced each reportable period</p> <p>Offsite audits completed and organisational standards met prior to services delivered</p>

Person Requirements	
Essential	
Skills and knowledge	<ul style="list-style-type: none"> ✓ Demonstrated knowledge and experience in working with frail aged, people with disabilities or mental illness ✓ Sound knowledge of the Commonwealth Home Support Programme, National Disability Insurance Scheme and associated quality frameworks ✓ Demonstrated understanding of correct Manual Handling techniques ✓ Demonstrated effective interpersonal and communication skills, including active listening ✓ Sound knowledge of Work Health and Safety and Duty of Care responsibilities and practice ✓ Demonstrated experience in leading teams ✓ Proficient in the use of Microsoft office suite and data base entries ✓ Experience in client assessment, goal setting, and support planning ✓ Demonstrated ability to take the initiative to assess a situation and to take appropriate action without prompting ✓ Demonstrated ability to develop positive and respectful team dynamics ✓ Experience in implementing positive behaviour support principles
Personal Attributes	<ul style="list-style-type: none"> ✓ An understanding and appreciation of the physical and emotional needs of frail aged, those with disabilities or mental illness, and their Carers ✓ A desire to support the growth and development of Carers and care recipients ✓ Demonstrated ability to develop a rapport with people with disabilities or mental illness ✓ Ability to support and develop other team members ✓ Well developed and effective interpersonal and communication skills (written & verbal) ✓ Willingness to develop own skills and learn new technologies ✓ Transparent and honest approach to working with people ✓ High level of personal integrity and ethical behaviour ✓ Ability to work in accordance with the values, mission and vision of SA Country Carers
Desirable	
Skills and Attributes	<ul style="list-style-type: none"> ✓ Lived experience in a caring role ✓ Experience in planning and coordinating community events or itineraries ✓ Experience in clinical human service delivery

Position agreement	
<p>I have read and understood the Performance and Person Requirements in this Position Description. I understand that my performance will be evaluated annually based on this document, my employment contract and any required organisational change e.g. legislation, operational initiative or need.</p> <p>I accept appointment to this position accordingly and will carry it out to the best of my ability and with the highest integrity.</p>	
Position holder name	
Position holder signature	
Dated	