

Title	Client Services Coordinator
Employment Conditions	Full time
Classification & Remuneration	Level 3, 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	Client Services Senior Coordinator
Screening and external authorisation requirements	Certificate in Child Safe Environment Current employment screening (DCSI or like) National Police Certificate (within 3 months of issue date) Current Senior First Aid certificate Current valid Drivers' Licence
Educational/Vocational Qualifications	Minimum of Certificate IV in Disability; Aged Care; Community Services or equivalent with relevant experience through previous appointments
Special conditions	Office based position but may require some shifts, in or out of hours 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 3-month probationary period Some intra-state travel may be required
Key working relationships	Work as a participating member of the Client Services Team Works constructively with other SA Country Carers staff as a valued team member Supervises, supports and mentors a small team of Client Services Workers Liaise with clients and address their queries and concerns
<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.</p>	
<p>Position summary:</p> <p>You will be responsible for:</p> <ul style="list-style-type: none"> ○ Assisting with the planning, coordination and provision of high quality and efficient services where the client exercises choice and control ○ Working alongside and assisting children and adults with disabilities and/or adults with chronic or mental illness and/or people with dementia or of frail age so that they can access community and build resilience, wellness and reablement ○ A supportive team environment that encourages commitment to quality outcomes ○ Mentoring Client Services workers and volunteers ○ Working in accordance with SA Country Carers' vision, mission and values 	

Performance requirements		
Function area	Key tasks & responsibilities	Performance indicators
Service provision	<ul style="list-style-type: none"> • Coordinate client services in a timely and accurate manner • Assist in scheduling of staff for work programs according to budget • Coordinate resources efficiently and effectively • Develop & review process improvements for the betterment in response times and service quality • Prepare and implement service episodes, with specific regards to client assessments, checking of medication, menu planning, activity schedules and individual care plans • In conjunction with Senior Coordinator or if necessary, other suitably qualified practitioners, oversee the implementation of care plans, positive behaviour support plans & activity schedules • Oversee and assist in the domestic maintenance of SA Country Carer's facilities, vehicles and equipment. This may include housekeeping duties • Ensure that clients can access personal, public and community opportunities in a positive and socially inclusive manner • Assist Client Support workers to respond to clients utilising positive behaviour support • Participate in meetings, training & promotional events as required • Provide 'on call' support for one in every three weeks including weekdays & weekend 	<p>Client engagement occurred prior to each service</p> <p>Rostering costs kept to budget</p> <p>Client's needs/goals identified and met by the planned service</p> <p>Medication, handover and documentation checks at overnight facilities performed</p> <p>School term based programs planned and organised 4 weeks prior to the beginning of the next term</p> <p>Monthly checks conducted on all allocated vehicle/s and equipment</p> <p>Centre Based programs organised, planned and necessary equipment booked six monthly</p> <p>Behaviours of concern identified</p> <p>Positive behaviour support plans implemented where indicated</p>
Service accountability	<ul style="list-style-type: none"> • Create and maintain clear and concise client and organisational records, e.g. goals, care plans, personal needs, medication charts, incident reports, cash expenditure, procedures & processes • Oversee and maintain systems to record weekend planning, menu planning and communication channels between workers, clients and families 	<p>Client registrations and / or client assessments reviewed annually; Client care plans and specific goals reviewed 3 monthly</p> <p>Client interactions are recorded on the same working day</p> <p>Documentation is accurate, written in accordance with defensible documentation guidelines</p>

POSITION DESCRIPTION

Function area	Key tasks & responsibilities	Performance indicators
Service accountability	<ul style="list-style-type: none"> Work in accordance with SA Country Carers policies, procedures & quality management system Assist the Senior Coordinator to review and implement systems and processes required to ensure high quality services. Set and report on service goals to meet or exceed client expectations 	<p>Client files (hard and electronic) regularly maintained on an annual basis</p> <p>Data collected is accurate and according to the client and service goals</p>
Staff management	<ul style="list-style-type: none"> Supervise a small group of Client Support workers and volunteers, including Conduct performance evaluation of team members and provide appropriate feedbacks for improvements 	<p>Reportees catch ups conducted and documented monthly</p> <p>Reportees Performance Review & Development conducted annually</p>
Commitment to positive working environment	<ul style="list-style-type: none"> Actively participates in SA Country Carers' coordinated social and client events Contributes positively to the maintenance of a happy working environment Trust and respect 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 the services and the client groups (e.g. speaking engagements, attendance at community events) Identify prospective clients through networks and referrals 	<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 observe, SA Country Carers' Work Health and Safety (WHS) policies, procedures and processes at all times Ensure that all planned activities are consistent with WHS policies procedures and processes (including emergency plans and food handling) Observe and ensure that reporting staff report all incidents, near misses and workplace injuries Ensure relevant work sites, including clients' homes are assessed safe working environments 	<p>Actions from incident/hazard reports processed with in the allocated time.</p> <p>Maintains Safe food handling certification every 12 months</p> <p>Record of policy and procedure review at team meetings/catch ups</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"> ✓ Experience in working with frail aged, people with disabilities, or mental illness ✓ Effective interpersonal and communication skills, including the art of listening ✓ Sound knowledge of safe working practices and understanding of Work Health and Safety responsibilities ✓ Demonstrated experience in contributing as part of a team ✓ Demonstrated experience in contributing to individual care planning and service program planning. ✓ Demonstrated awareness of the principles of positive behaviour support ✓ Proficiency in a range of IT applications ✓ General understanding of the National Disability Insurance Scheme and Commonwealth Home Support Programme ✓ Skills in analysing and resolving service related issues promptly ✓ Experience in overseeing daily workflow to ensure timely deliveries
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 ✓ Ability to work in accordance with the values, mission and vision of SA Country Carers ✓ Demonstrated ability to develop a rapport with people with disabilities or mental illness ✓ Resourceful and able to take the initiative ✓ Supportive of other staff members ✓ Effective interpersonal skills ✓ High level of communication skills (written & verbal) ✓ Willingness to develop own skills and learn new technologies ✓ Transparent, ethical and honest approach to working with people ✓ High level of personal integrity
Desirable	
Skills and Attributes	<ul style="list-style-type: none"> ✓ Demonstrated ability to contribute and take responsibility for positive and respectful team dynamics ✓ Demonstrated ability to take the initiative to assess a situation and to take appropriate action without prompting

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	