

# Community Support Worker Team Co-ordinator

**CLASSIFICATION:** Band 5  
**OCCUPANT:** Vacant  
**DATE:** July 2024

## POSITION CONTEXT & OBJECTIVE(S):

Provide high quality administrative and leadership support to the Community Support Workers (CSW).

Ensure the CSWs maintain all relevant qualifications and undertake training as require to maintain Warrnambool City Council's accreditation as a provider of Domestic and Personal Assistance.

Co-ordinate the Community Support Worker team within the Community Care department.

To contribute as an effective team member in the delivery of quality services.

## KEY RESPONSIBILITIES AND DUTIES:

### Service Delivery

- Allocate and roster staff equitably across clients according to the department's policies and procedures.
- Establish and maintain positive relationships with clients, carers, staff and external stakeholders.
- Ensure compliance with all HACC, and CHSP funding, legislative and corporate quality, OH&S and service standard requirements.
- Ensure staff skills are matched appropriately to meet the needs and requirements of clients and carers.
- Ensure that client management software maintained by the accurate and timely input of data.
- Ensure staff rosters are up to date and accurate at all times by working collaboratively with the Community Care administration team
- Ensure CSW maintain all relevant qualifications required to fulfil their role.

### Customer Service

- Ensure an attitude of positive customer service and continuous improvement.
- Develop and maintain constructive working relationships with appropriate local and regional service providers.
- Provide opportunities for client participation and feedback regarding the quality of service delivery, planning and policy development.
- Manage complaints according to Council's grievance procedure.

### Management & Leadership

- In collaboration with the Service Manager – Community Care recruit appropriately qualified and experience staff to act as Community Support Workers as required.
- Complete orientation of new CSW staff in accordance with Council policy and Aged and Disability service protocols.
- Coordinate regular team and individual supervision and communication meetings.
- Ensure the maintenance of high standards of service provision and safe work practices through appropriate staff guidance and supervision practices.
- Ensure that staff have an understanding and commitment to Council's values and objectives.
- Work collaboratively with colleagues to ensure the smooth provision of services and work to staff.
- Identify and co-ordinate any training requirements, with the Community Support Worker staff.

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WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING

# Community Support Worker Team Co-ordinator

- Ensure staff workloads, conditions and tasks meet all current Enterprise Agreement requirements.
- Conduct annual staff performance appraisals and development plans.
- Ensure all performance issues are addressed promptly, in accordance with Council policy and that management are informed.
- To attend meetings and networking opportunities as directed.
- Participate in continuous improvement initiatives as required.
- Other duties as directed.

## KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Demonstrated knowledge of the principles and practice of quality community care services.
2. Ability to understand and maintain confidentiality and privacy.
3. Ability to manage a team effectively, ensuring it operates within operational guidelines.
4. Skills in managing time, setting priorities, organising work and attention to detail.
5. Well-developed communication skills (written and oral).
6. Highly developed use of client & workforce management software in an aged care setting.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

## GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current:

Fit2Work (Police Records): YES  
Working with Children Check: YES

## ORGANISATIONAL RELATIONSHIPS:

**Reports to:** Service Manager – Community Care  
**Supervises:** Community Support Workers  
**Internal Contacts:** Council Staff  
**External Contacts:** Service Users, Primary Health and Community Care Providers, Training Providers, Community Groups, General Public.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is subject to periodic review (pursuant to the relevant Award) and is accountable for the:

- Effective, efficient, and appropriate use of resources and equipment allocated to the position.
- Confidentiality of all documentation/information within the control of the position.
- Standards of provision of home support service assistance.
- Maintenance of an appropriately skilled, supervised and qualified Community Support Workers.
- High standard of customer service and customer satisfaction with the direct provision of Home Support Services.
- Good OH&S outcomes by ensuring OH&S guidelines are enforced.
- Decisions and actions taken which may have an impact on the quality of the support services delivered.
- Public receiving prompt, accurate, confidential and courteous assistance which may be of a sensitive and personal nature.
- Provision of effective and efficient administrative support for the Unit.

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Decisions and actions are usually subject to clear guidelines and always subject to review by the Aged & Disability Services Coordinator.

The Coordinator has the authority to:

- Go beyond standards and procedures with some scope being available to use initiative and creativity in problem solving.
- Act with sufficient freedom available to plan for days in advance.
- Take decisions which are limited to the specific nature of the duties performed.

## JUDGEMENT AND DECISION MAKING:

- The Support Worker Coordinator is required to make considered judgments about the handling of the Community Care client's management, including those which present sensitive and/or difficult issues.
- Ability to follow safe work practices and procedures.
- Guidance and advice is often available within time to make a choice although the freedom to act can go beyond standards and procedures with some scope being available to use initiative and creativity in problem solving.

## SPECIALIST KNOWLEDGE AND SKILLS:

- A strong knowledge and commitment to the practices of high quality customer service and business administration.
- Ability to assist staff in the efficient use of information technology.
- Ability to assist in the continuous improvement of performance and productivity.
- Well-developed skills in Microsoft Office (Word, Excel, Outlook).
- Experience in the application of client database software and reporting functions.
- Experience with Home Support computer software packages desirable e.g. Xpedite, Ezitracker
- Knowledge of ageing and the impact of disability on individuals at various stages of the life cycle, and their family/carers.
- Knowledge of the Home and Community Care program, Commonwealth Home Support Program and related community care, disability support programs.
- Experience in the provision of quality supervision & support to a team of staff
- Understanding of the Supervisor role within the organisational context, including relevant policies, regulations, precedents & long term goals

## MANAGEMENT SKILLS:

- Leadership skills and ability to develop a team.
- Ability to work independently and efficiently within set guidelines directed by management.
- Skills in managing time, planning and organising one's own work including the ability to manage complex and sensitive matters within the scope of the role.
- A commitment to achieving the objectives of the Community Care department.

## INTERPERSONAL SKILLS:

- Ability to work independently and efficiently with people at all levels, both internal and external and to respond appropriately to sensitive situations.
- Ability to demonstrate empathy and sensitivity when dealing with clients.
- Excellent communication skills (written and oral) with a developed skillset in the preparation of routine correspondence and reports.
- Effective negotiation and conflict resolution skills.

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## QUALIFICATIONS AND EXPERIENCE

- Certificate III in Business Administration (or equivalent), or
  - Demonstrated experience in a similar administrative position requiring independent day to day work and judgement
- &
- Demonstrated high proficiency in computer skills with experience in Microsoft Office and other database software packages.
  - Demonstrated experience using client and workforce management software.
  - Demonstrated experience managing a remote workforce.

## TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

## AGREEMENT:

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 & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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