COORDINATOR SOCIAL SUPPORT PROGRAMS

POSITION DESCRIPTION

POSITION NO: 1578
CLASSIFICATION: Band 5
OCCUPANT: Vacant
DATE: November 2015

POSITION CONTEXT & OBJECTIVE(S):

The Community Services Branch is located in the Community Development Directorate of Council and provides a broad range of community services, projects and planning initiatives for the continuing development of Warrnambool as the centre of a prosperous region.

The Active Ageing and Inclusion Unit is located in the Community Services Branch and provides a comprehensive range of services to support people to participate in community life.

The Coordinator of Social Support Programs leads the planning, development and delivery of a program that provides a range of social support and activity options that maintain and enhance the physical, emotional and social well-being and independence of older persons, frail aged and people with disabilities based on their individual needs and interests.

KEY RESPONSIBILITIES AND DUTIES:

1. Coordinate and facilitate the provision and development of a program of social support activities designed to meet the individual goals of clients. Coordinate client centred program planning and implement activity programs, ensuring that activities reflect the needs and expectations of the individual client.

2. Support, manage, recruit and appraise staff volunteers and students on placement to deliver social support services to meet the identified needs of participants.

3. Ensure the development, implementation and review of client individual program plans and maintain a consistently high standard of customer service.

4. Coordinate multidisciplinary team work and assessment and coordination practices to ensure effective and efficient service provision across a range of Community Programs and Services.

5. Administer services in accordance with legislative and contractual requirements, allocated budget, quality assurance standards and Councils risk management program.

6. Develop and maintain effective relationships with service providers, community stakeholders, funding bodies and relevant networks to identify partnership arrangements to increase social support options to meet the goals of clients.

7. Identify and implement continuous improvement and development opportunities and issues impacting on the Community Programs with support area.

8. Treat all clients and community members with respect and equality, whilst being responsive to their needs.

10. Maintain a high level of confidentiality in relation to the operations and clients and carers at all times.

**KEY SELECTION CRITERIA:**

Applicants should address the following in their applications:

1. Relevant Qualifications and / or experience in the Community Services sector and / or experience in working with older adults and / or people with a disability.
2. Demonstrated ability to manage staff and staff teams.
3. Experience in the development, coordination and evaluation of group programmes and activities.
4. Ability to develop and maintain effective relationships with a range of stakeholders
5. Experience in change management.
7. Current Victorian drivers licence.

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.

**HOURS OF DUTY:**

Hours of duty will be 56 hours per fortnight, as negotiated with the manager.

**TENURE:**

The tenure of this position is Permanent Part Time.

**SALARY:**

This position is classified by council as Band 5 and carries a current base salary range of $64,500 to $74,381 (inclusive of 9.5% employer superannuation) per annum (pro-rata). The actual salary will be agreed with the successful applicant taking into account skill level and experience.

**ORGANISATIONAL RESPONSIBILITIES**

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

**CHECKS:**

The incumbent must have and maintain a current Fit2Work (Police Records) and / or Working with Children Check.

☑ YES

**OTHER DUTIES:**

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

**ORGANISATIONAL RELATIONSHIPS:**
<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Service Manager Active Ageing and Inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervises:</td>
<td>Activity Workers</td>
</tr>
<tr>
<td>Internal Contacts:</td>
<td>Home and Community Care Team, Volunteer Services, Coordinator Community Programs, Finance, Human Resources, Risk.</td>
</tr>
<tr>
<td>External Contacts:</td>
<td>Community Based Agencies, Aged and Disability Service Providers, Department of Health and Human Services, Participants and their families and support persons.</td>
</tr>
</tbody>
</table>

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Responsible for the provision of responsive Social Support Services that promote client independence and social wellbeing through supporting or (re)creating social networks, and the provision of activities which enhance the physical, intellectual and social well-being of consumers and carers.

- Exercise independent judgement and problem solving skills in the coordination of the Social Support Services, in accordance with Council, state and federal policies and practices.

- Supervision of Social Support staff including decisions regarding rostering, recruitment, training, discipline, and achievement of performance standards.

- Understand and observe the Risk Management Policy and related procedures.

- Undertakes all responsibilities and duties in a manner that ensures that the integrity and quality of the service is maintained.

- Resolve any workplace conflict in accordance with organisational processes.

- Ensures compliance with all aspects of Council policy including, Incident Reporting Policy, Risk Management, Occupational Health & Safety, Records Management, Equal Opportunity, Human Rights and HACC Quality Standards at all times.

- Maintain confidentiality on all issues relating to the organisation, the clients and fellow colleagues, treating all clients and community members with respect and equality, whilst being responsive to their needs.

- Demonstrate the ability to work actively and enthusiastically in a team to achieve team goals. Work collaboratively with other team members across the Branch and maintain and initiate regular communication with all relevant colleagues and managers.

**JUDGEMENT AND DECISION MAKING:**

- Exercise independent judgement and problem solving skills in the coordination of the program and its services in accordance with Council, State and Federal policies and practices.

- Coordination of Social Support staff including providing advice and direction to staff and decisions regarding the programs operations

**SPECIALIST KNOWLEDGE AND SKILLS:**

- A good knowledge, understanding and experience of the specific needs of older persons, people with an intellectual disability, acquired brain injury and their carers.

- Demonstrated experience, skills and ability to be sensitive and responsive to the individual needs of program participants.
• Knowledge and understanding of the local aged care and primary health service system, community program providers and opportunities, state and national policy directions and the potential implications of these for practical service delivery.

• A demonstrated ability to supervise other members of staff.

• Demonstrated experience in coordinating social support tasks and activities with frail aged, people with disabilities and carers.

• Demonstrated ability to plan, implement and evaluate group programmes and activities.

• Excellent knowledge of the aims and objectives of the Home and Community Care Program and the importance of social connection opportunities for community program clients.

**MANAGEMENT SKILLS:**

• Demonstrated ability to coordinate and facilitate change, lead innovatively and drive a continuous improvement and learning work environment.

• Convene Social Support staff meetings on a regular basis and conduct annual employee performance and development plans to identify the performance of the service against key performance indicators and continuous improvement plans.

• Sound negotiation and consultative skills.

• Assist in the development of the annual budget estimates and regular monitoring of income and expenditure to meet or better the services approved budget.

• Good organisational and effective time management skills.

• Demonstrated ability to coordinate tasks in strict accordance with program plans, service/accreditation standards and Occupational Health and Safety.

• Ability to plan a program of activities within a time frame.

• Good oral and written communication skills.

• Supervise and direct staff on a day to day basis and support, manage and appraise volunteers and students on placement.

• Maintain effective monitoring systems to identify client needs and appropriate referral for reassessment and review.

**INTERPERSONAL SKILLS:**

• Excellent communication skills and the ability to develop rapport with clients and carers.

• Skills and ability to develop a strong team environment, and effectively motivate and mentor staff.

• Ability to gain co-operation from staff, volunteers and students.

• Skills in the conduct of effective meetings, workshops and training sessions.

• Adaptability, flexibility, enthusiastic and creative.
• Empathy older people and people with disabilities and their carers.

• A high standard of personal integrity, with a commitment to confidentiality on all issues relating to the organisation, the clients and fellow colleagues.

QUALIFICATIONS AND EXPERIENCE:

• Qualifications in allied health, social science or welfare field or a minimum of 5 years’ experience of working in the Community Services sector and/ or experience working with people who are frail aged and / or experience disability.

• Experience in the supervision of staff and/or the coordination of a team of staff team.

• Good skills in the use of computer programs.

• Current Victorian drivers licence

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Outside</td>
<td>X</td>
<td></td>
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</tbody>
</table>

Physical activities: The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
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<td>X</td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td></td>
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<tr>
<td>Walking</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Repetitive hand work</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Heavy lifting (&gt;15kg)</td>
<td></td>
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<td>X</td>
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Plant and Equipment: This role involves working with or near plant or equipment:

<table>
<thead>
<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Rotating parts</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noisy Environment</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In proximity of Mobile or Moving plant</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Strobe or similar lights</td>
<td>X</td>
<td></td>
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<tr>
<td>Operating plant controls</td>
<td>X</td>
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<tr>
<td>Driving plant or vehicles</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Machinery Vibration</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Ability to distinguish between colours</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Using hand held tools</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working in hot surroundings</td>
<td>X</td>
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</table>
Other activities: This role may also include:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking on the phone</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Direct contact with people</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Working at heights</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Working with animals/ wildlife</td>
<td>X</td>
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CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

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 (Please print): | |
|----------------------||
| Signature:           | Date: |
COORDINATOR SOCIAL SUPPORT PROGRAMS
GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.
Occupational Health & Safety/Risk Management
- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council’s Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity
- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development
- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:
- Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
  ➢ for excessive or unreasonable personal use;
  ➢ to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  ➢ to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council’s resources, including Council’s IT Systems. Filtering systems are installed in the Council’s IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee’s use of the Council’s IT Systems and electronic resources, either at the Council’s premises or at any other place.

Emergency Management
- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability
- Incorporate Warrnambool City Council’s sustainability objectives and targets into projects, programs and services.
• Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
• Promote and participate in a culture of sustainability.

Warrnambool City Council’s Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council’s intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:
• Meeting of established performance objectives.
• Acquisition and satisfactory utilisation of new or enhanced skills.
• Satisfactory service according to Council criteria.
• Review of salary grading based on adopted remuneration management system.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.
EMPLEYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the following employee benefits (many of which are part of Council’s Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy & Data Security Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children’s Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants may be required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.