

STAFF INFORMATION

November 2016

Coordination Assistants – Expressions of Interest

NWRSS are expanding their pool of Direct Service Coordination Assistants to help maintain the standards now required in shared homes.

Each shared home will have a rostered support worker who will be paid at Level 3 for tasks specific to the home in which they work. These tasks will be by the request of members of the Management Team.

For career path and training and development purposes these assistants will belong to the pool of Direct Service Coordination Assistants.

The Position Description that sets the level of responsibility is copied in at the end of this sheet.

Payment will be at Level 3 for the rostered hours within the home in which they have their roster line.

It will be essential to attend all team meetings and Coordination Assistant meetings.

Performance will be appraised against the position description attached.

Please email your expression of interest, including why you think you would be effective in this position to nrodwell@nwrss.org.au

NWRSS -- POSITION DESCRIPTION: DIRECT SERVICE COORDINATION ASSISTANT

Position title:	DIRECT SERVICE COORDINATION ASSISTANT
Status:	CAN BE CASUAL, PART TIME OR FULL TIME
Location:	NORTH WEST AREA AS DESIGNATED
Classification level:	SACS Level 3
Award	Social, Community, Home Care and Disability Services Industry Award 2010 – Pay Rate Multi-Employer Enterprise Agreement 2011 -- Conditions
Reporting to:	DIRECT SERVICE COORDINATOR
Version:	Number: <1> Effective From: <October> <2016> Replaces: <#> Review: NWRSS Board Contact: Neal Rodwell, General Manager Review Date: <January> <2018>

WORKING ENVIRONMENT

Code of Conduct

All employees must abide by the organisation's Code of Conduct.

Occupational Health and Safety:

As an employee, you must be aware of, and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisation's occupational health and safety policies and procedures.

Performance Review:

Performance will be regularly reviewed using the organisation's Performance Appraisal.

POSITION SUMMARY

A Direct Service Coordination Assistant at this level provides direct care assistance for clients of the organisation.

At this level, employees may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation including managing the day-to-day operations of a group of residential facility for persons with a disability. Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.

SERVICE OBJECTIVES

To provide clients with high quality support that addresses individual needs and enhances independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- a high level of understanding of the concept of quality as raised in the organisation's policy on Choice and Decision Making
- a high level of commitment
- efficient follow through of any tasks until completion or as otherwise agreed with by the site co-ordinator or delegated staff
- consideration, understanding and respect for clients and their families
- an understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- an appreciation of the necessity to use initiative and find positive solutions in response to identified needs

LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which they are working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the personal care of residents; training, coordinating and supervising other employees and scheduling work programs; and assisting in liaison and co-ordination with other services and programs whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee's immediate supervisor.

SUPERVISION

A Direct Service Coordination Assistant at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

- A Direct Service Coordination Assistant at this level works may be required to supervise lower classified employees or volunteers in their day-to-day work.

KEY TASKS AND DUTIES *(including Key Performance Indicators)*

- taking overall responsibility for the personal care of residents; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes.
- ensure that the service provided is in keeping with the Disability Service Standards and the policies and procedures of the organisation.

TASKS AND DUTIES

- All of the tasks and duties of a Disability Support Worker, Level 2 apply to this position

- Assist the Direct Service Coordinators in their roles by carrying out time limited and/or locational tasks as negotiated with them
- Model best practice in all workplace, team meeting and community program settings
- Observe and report on work, health and safety matters
- Resolve potential team issues at the lowest possible level (as soon as you see or hear about them) with friendly discussion and informal coaching and relay the outcome to your Direct Service Coordinator
- Tasks can include but are not limited to the following:
 - The orientation of new staff
 - The introduction and upholding of new protocols, strategies and programs
 - Ensuring that documentation is kept up to date where specified
 - Following up on Doctor's appointments and reporting back to the Direct Service Coordinator
 - Assisting the Roster Coordinator as negotiated

Key Performance Indicators

- Client's needs are met and the dignity of clients is maintained
- Organisational policies and procedures are adhered to
- The homes are kept clean and secure
- Appropriate assistance is provided
- Best practice support team member behaviour

QUALIFICATIONS

- entry level for a relevant three year degree—pay point 2;
- entry level for a relevant four year degree—pay point 3;
- associate diploma with relevant experience; or
- relevant certificate with relevant experience; or
- experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

OTHER REQUIREMENTS

- Current Medication endorsement
- Current unrestricted Tasmanian driver's license
- Current Level 2 Senior First Aid
- National Police Check and Working with Children Check
- Provision of a satisfactory pre-employment medical report

SELECTION CRITERIA

- A high level understanding of the organisations Building Better Lives program
- The ability to analyse, write up and report incidents, staff grievances, disciplinary issues and tensions within teams
- Provision of a satisfactory pre-employment medical report
- Demonstrate a positive attitude towards people with a disability
- Understanding of behaviour management strategies and their application in routine and emergency situations
- Understanding of integration and inclusion practices
- Ability to organise and manage time
- Ability to instil confidence and lead teams
- Good communication, conflict resolution and writing skills
- Ability to use Microsoft Office suite of products
- Use initiative and remain calm in difficult situations
- Able to manage own stress and carry out all physical aspects of the position

SIGNATURES

Signed for and on behalf of the Organisation:

Name: _____ Signature: _____
Position: _____ Date: _____

The Employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: _____ Signature: _____
Position: _____ Date: _____

Authorised by: Neal Rodwell – General Manager.
www.nwrss.org.au
