



Position Description

New Position
Change to Existing Position

Position Title: Coordinator	Date: 1 April 2010
Reports To: Manager Client Services	Jobs Reporting to this Position: Assist Coordinator/Client Services Officer/Liaison Officers/Team Leaders and Support staff

PHCS Vision and Values

PHCS's vision is for people to live at home with dignity. In working towards this vision PHCS staff are committed to the following values:

1. Valuing the uniqueness and worth of each person
2. Promoting peoples contribution and independence
3. Promoting connections between people and their community
4. Taking responsibility and showing pride in the services delivered
5. Working cooperatively in partnership

Primary Purpose of Role:

The Coordinator works within communities to enable the people we support to live with dignity in their own home. Coordinators support people to be in control of their lives and connected with family and community. Using a person centred approach they support people and their families to achieve their goals.

Knowledge / Qualifications / Experience / Skills Required:

Essential

- Demonstrate a strong commitment and appropriate values to supporting people to live at home with dignity.
- Previous experience in developing and implementing supports to assist people to live at home and participate in the life of the community.
- Excellent communication and interpersonal skills.
- Proven effective management skills in a human/community service environment including the ability to manage direct care staff and facilitate effective team work.
- Sound time management skills and ability to manage a busy workload.
- Knowledge of current OSH responsibilities, principles and practices as related to community care.
- Competent in Word, Excel and Client Data Management Systems.
- Possess a relevant tertiary qualification and/or Cert IV in Disability, Aged Care or equivalent
- Current drivers licence, National Police Clearance and State Traffic Certificate

Desirable

- Knowledge of quality management principles and continuous improvement methods.

Key Relationships:

- People we support, their carers and families
- Direct Care staff including Support Workers, Liaison Officers and Team Leaders
- Alternate Carers including Alternate Families, Host Family Carers and Co-resident Carers
- Senior Client Services Officers
- Client Service Officers
- Coordinators
- Nurse consultants
- Manager Client Services
- PHCS Admin and HR staff
- Health, community and disability service providers
- Community members

Working Environment:

- The position holder is based in the PHCS Office and will coordinate services in the community and in people's homes. Required to travel within the metropolitan area of Perth.

Key Performance Indicators	Key Tasks	Performance Measures
<p>Coordinate Support to People</p>	<p>Work in partnership with people we support, family members and others to plan, develop and provide supports that meet people's needs.</p> <p>Listening and engaging with people so that they have a real voice and genuine say in leading and directing their own supports including</p> <ul style="list-style-type: none"> • Receiving referrals • Undertaking assessments • Developing and planning supports • Monitoring, reviewing and adapting supports <p>Promote connections with informal supports to reduce peoples dependence on formal/paid supports</p> <p>Assist people to access or secure resources to meet their support needs as required.</p>	<p>Registrations and assessments reflect people's needs and abilities, background and support network.</p> <p>Service plans include the person's social history, service goals, instructions and strategies.</p> <p>Supports reviewed regularly – goals, service instructions and strategies are amended to reflect goals achieved</p> <p>Peoples/family satisfaction with</p> <ul style="list-style-type: none"> • outcomes • the accessibility, communication skills and responsiveness of the coordinator
<p>Staff Management and Leadership</p>	<p>Develop, coordinate and lead teams of staff to provide supports that meet the needs and goals of people.</p> <p>Promote an understanding of and engagement with the PHCS Strategic plan</p> <ul style="list-style-type: none"> • Recruiting support staff in conjunction with Human Resources. • Ensuring support staff are inducted, trained and supported into their role. • Matching support staff to people's needs and requirements. • Directing and supporting staff in the appropriate delivery of supports. • Managing systems to ensure support is reliable as possible • Undertaking regular performances appraisals • Organising of regular meetings with staff teams. 	<p>Reliable systems for the organisation of services and covering staff leave.</p> <p>Support staff performance appraisals undertaken at 3 months then annually. Appraisals include constructive feedback, training and development plans.</p> <p>People's satisfaction with the quality of the staff providing direct services.</p> <p>Support staff satisfaction with the support and supervision provided by the Coordinator.</p> <p>Management and reporting of feedback and complaints.</p> <p>Contributions to service improvement.</p> <p>Mentoring of other PHCS staff</p>

<u>Key Performance Indicators</u>	<u>Key Tasks</u>	<u>Performance Measures</u>
Staff Management and Leadership (cont'd)	<ul style="list-style-type: none"> • Responding to peoples feedback, concerns and complaints about the quality of services in a timely and professional manner • Working to continually improve what we do • Supporting and mentoring other staff as required. 	
Resource Management	Manage the area/zone's financial resources <ul style="list-style-type: none"> ▪ Managing allocated funding, packages and budgets of hours • Purchasing cost effectively • Ensuring support is provided within budget 	Support is provided within allocated budgets. Care packages are maintained at maximum level
Community Development & Facilitation	Work collaboratively with the community and other service providers to provide informal and formal supports to people. <ul style="list-style-type: none"> • Developing collaborative relationships with community and service providers. • Providing information to community groups, referral agencies and others about supports and services. • Representing PHCS within the community at meetings and events. 	Relationship with community groups and service providers.
Administration	Undertake administration duties: <ul style="list-style-type: none"> ▪ Maintaining accurate records ▪ Maintaining accurate information about support staff in the client management system and staff files. ▪ Monitoring and approving support staff timesheets, travel claims ▪ Making purchase orders for services provided to clients by registered providers ▪ Approving funding acquittals/receipts. ▪ Preparing specific funding plans with MCS and review annually. 	files and data management system has relevant, accurate and up to date information. Service activity and outcome reports prepared in an accurate and timely manner.

<u>Key Performance Indicators</u>	<u>Key Tasks</u>	<u>Performance Measures</u>
Administration (cont'd)	<ul style="list-style-type: none"> ▪ Maintaining information about peoples unmet needs and the demand for services. ▪ Preparing services activity and outcome reports ▪ Assisting with funding applications 	
Safety	<p>Ensure that support staff work safely:</p> <ul style="list-style-type: none"> • Follow PHCS's Occupational Health and Safety policy and procedures • Work with people to minimize hazards and risks within homes and the community. • Pro-actively respond and investigate hazard reports and takes steps to remove or minimize hazard • Encourage all staff attend annual mandatory training and other compulsory training as required • Report to Human Resources any staff reporting work related injuries. • Work with Human Resources to support staff who have work related injuries. 	Feedback from support workers and Human Resources. Safety documentation including assessments, hazard reports and workers compensation claims.
Training & Development	<p>Ensures that values, knowledge and skills are continually developed.</p> <ul style="list-style-type: none"> • Undertakes professional development activities as required. • Attends and contributes at Client Service Meetings • Contributes to annual performance appraisal process • Assists to identify personal development needs 	Demonstrates a commitment to developing his or her skills

Position Holder Name:

Signature:

Date: