

Workforce Coordinator POSITION DESCRIPTION

Position Title: Workforce Coordinator	Position No: TBC	Department: NSW/ACT
Award: Social Community Home Care and Disability Services Industry Award 2010	No. Direct Reports: TBC	Reports to: Practice Manager
<p>annecto – the people network is a community inclusion not – for profit/social purpose organisation and registered charity incorporated as an association in Victoria and listed with ASIC as a registered Australian body to operate nationally. annecto’s purpose is to connect individuals and communities to realise an inclusive society and the organisation’s principles are humanity, interdependence, authenticity and emergence. annecto does this through planning and service delivery, through facilitating and strengthening informal supports social and employment networks and community building, and through participation in sector related policy development and review. annecto aspires to a diverse culture – a celebration of what makes each person unique – and to social inclusion underpinned by human rights.</p> <p>These are exciting times for annecto Inc., and Merrimu Services Incorporated which merged in late January 2019 and will be supporting clients with disabilities across a range of sites across the Inner West out to Bacchus Marsh/Melton and across to Ballarat.</p> <p>annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne to work across metropolitan Melbourne, in the Loddon Mallee and Grampians regions of Victoria, throughout metropolitan and regional areas of New South Wales, ACT and the Sunshine Coast in Queensland.</p> <p>annecto’s strategic directions include growth in scale, influence and outcomes alongside sustainability</p> <p>annecto operates in a ‘stakeholder’ environment with connections to various stakeholder groups. Such stakeholder target groups include people seeking formal or informal support, or who are in the process of determining their future support needs. Other stakeholders include: association and elected Board members, staff, volunteers, donors, sponsors, funding and legislative bodies, businesses, educational and research bodies, and a diverse range of groups in the general community. annecto and annecto’s stakeholders can potentially contribute to social impact through linking into social, civic and economic opportunities in Australia.</p>		
Position Summary:	<p>The Workforce Coordinator role is multi-dimensional role with a focus on both service delivery, growth and administration.</p> <p>Key Portfolio areas include:</p> <ul style="list-style-type: none"> • Management of all rostering requirements for Support Workers • Management of rostering for all program recipients • Management of the My Support program • Internalization project including growth of workforce • Rostering of Disability and NDIS clients • Project work as identified • Reporting for internal and external purposes 	

Workforce Coordinator POSITION DESCRIPTION

Position Characteristics:	Scope:	<p>The Workforce Coordinator team primarily supports:</p> <ul style="list-style-type: none"> • All individuals accessing assistance from annecto • Case Managers and Support Coordinators to deliver tailored services to all program recipients • Support Workers to ensure compliance with all training, industrial and government requirement to undertake their position • Internalisation of workforce • Other tasks as required
	Significant internal/external relationships:	<p>Internal</p> <ul style="list-style-type: none"> • Executive Manage NSW/ACT • Practice Manager Dubbo & MNC • Manager NSW/ACT • Practice Leader Sydney • Sydney Case Managers • All annecto staff • Internal Support Workers • Business and Community Development Coordinator <p>External</p> <ul style="list-style-type: none"> • People supported by annecto, their families and/or carers • Funding bodies • Specialist Agencies and services • Community Organisation • External service providers • Specialist agencies and services
	Special Conditions:	annecto is an equal opportunity employer; valuing diversity and encourages applications from Indigenous people, people with disabilities and culturally and linguistically diverse backgrounds. Reasonable adjustments can be negotiated.
	Delegations:	In accordance with annecto Board/CEO delegations and quality assurance policies
Key Responsibilities and Outcomes (Competencies)	1. Administration	<ul style="list-style-type: none"> • Collect and maintain statistical data as required by line manager • Prepare reports, service evaluation and acquittal data as required • Prepare and maintain appropriate rostering records for transfer to key stakeholders • Maintain up-to-date data and records on the Carelink data management system in line with annecto • Other tasks as directed • policies and procedures

Workforce Coordinator POSITION DESCRIPTION

	<p>2. Coordination</p>	<ul style="list-style-type: none"> • Maintain up-to-date data and records on the Carelink and/or Alayacare data management system in line with annecto policies and procedures • Management of all tasks associated when Support Workers are required to attend training • Management of all tasks associated when transferring shifts rostered on public holidays • Management of rostering for clients assisted through Disability / NDIS programs • Management of all rostering managed through the My Support program • Organise and facilitate meetings where appropriate with colleagues and other professionals to ensure service provision respects the role of family and significant others while be directed by the individual receiving services to the greatest extent possible • Communicate effectively with team members, individuals and families regarding the changes to an individual’s support requirements • Schedule and implement rosters of support hours. These rosters will seek to match staff with the required and preferred skills and attributes appropriate to the individual receiving supports • Ensure support is rostered and is responsive to meet the individual’s needs within the scope of the program • Develop and provide rosters that are written in a way that can be understood by the person receiving the service • Actively participate as a member of the Sydney team by sharing knowledge, skills and experience that enable a person centred approaches to service delivery • Actively liaise with appropriate agencies to ensure coordinated implementation of services to every individual • Identify and report to line manager on service gaps and lack of access by particular minority groups where relevant • Ensure services requested by individuals are carried out in a professional and timely manner, meet the needs of the individual and are in line with industry standards • Ensure client details are recorded and maintained on Carelink+ including but not restricted to contact information, emergency contacts, funding and co-payment details and roster rules • Formulate and disseminate all rosters to support workers within timeframe
	<p>3. Communication</p>	<ul style="list-style-type: none"> • Contribute respectfully as a team member acknowledging others’ strengths and knowledge • Support individuals and their families in a manner which is respectful and reflects an approach to individual planning, and improving social networks and skill development for individuals as identified through their plan • Work collaboratively and professionally with a range of community organisations and services to ensure the best outcome for the individual, i.e. service users are actively participating within their community • Promote the services of annecto in a professional and positive manner at all times • Provide information in a format appropriate to the individuals preferred communication method • Share knowledge, skills and experiences which promote participatory leadership and person centred practice

Workforce Coordinator POSITION DESCRIPTION

	4.Support Workers	<ul style="list-style-type: none"> • Undertake a leadership role in supervising, mentoring and coaching all internal support workers • Utilize the performance management process as needed • Assist in the facilitation of all internal training for support workers • Maintain clear records of all industry and associated training undertaken by support workers • Liaise with external providers when their workforce is attending to annecto program recipients • Work towards internalizing as many shifts as possible • Assist in all scoping exercises with Support Workers ensuring a cohesive efficient practice is available to all program recipients • Ensure that all documentation is relayed to the Support Worker at all times • Other tasks as directed
	5.Projects	<ul style="list-style-type: none"> • The Workforce Coordinator will lead the Internalization project which works with all Case Managers to identify shifts that can be undertaken by internal Support Workers. • The Workforce Coordinator will work closely with senior staff to address all service gaps ensuring a cooperative responsive service and workforce is available at all times • The Workforce Coordinator may participate in marketing and promotional opportunities as identified • Other projects as identified
	6.Policy	<ul style="list-style-type: none"> • Implement practices as documented in annecto policies and procedures • Contribute to the ongoing development of a flexible model of support service that meets the needs of individuals with disabilities and their families • Assist in the development of policy, procedures and internal guidelines relating to the provision of individualised services • Participate in the development and monitoring of Quality Assurance and Best Practice processes • Maintain all aspects of confidentiality in line with policy and procedure
	7.General	<ul style="list-style-type: none"> • Responsibility for and dealing appropriately with any emergencies that may arise, including adherence to policy and procedure • Implement all required occupational health and safety requirements • Participate in on-going professional development by attending seminars, workshops and in- service training • Participate in supervision, debriefing, performance appraisal and team meetings as required • Maintain up-to-date industry knowledge • Represent annecto at forums, working groups etc., relevant to the position • Actively contribute to ongoing continual improvement processes • Undertake other relevant duties and projects as required • Assist with mail outs and other duties as required

Workforce Coordinator POSITION DESCRIPTION

Selection Criteria	Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated commitment to annecto Compass • Experience working with older people, individuals with a disability, families and carers to meet their individual needs • Demonstrated commitment to working with people in an encouraging and supportive manner according to the principles of Person Centred Planning • Demonstrated knowledge of, and ability to access a range of community resources and professional services for individuals and their families • Demonstrated ability to work effectively with a culturally diverse client group • Demonstrated ability to work co-operatively as a member of a professional team • Excellent written and verbal communication skills, including the ability to develop procedures for the development and implementation of Person Centred plans • Demonstrated ability to work autonomously with a high degree of initiative • Demonstrated competency in the use of computer software: Word, Excel, Internet and email
		<p>Desirable</p> <ul style="list-style-type: none"> • Capacity to negotiate for supports and/or services that are identified in the planning process by the person • Training in Person Centred Planning an advantage • An ability to speak a community language/s • An ability to work flexibly and adapt as the service evolves and responds to the needs of individuals over time • Must hold a current NSW driver's license • Knowledge of the community care sector • An understanding of the ageing process and its cultural impact • An understanding of the community care sector • Prior experience in Carelink Plus and Alayacare or a similar system
	Qualifications	Qualifications in community work or related fields
Values and attributes	<p>Leadership and Teamwork</p> <p>Communication</p> <p>Knowledge of client/people we support issues</p>	<p>Team dynamics</p> <ul style="list-style-type: none"> • Manages team dynamics, supports productive working relationships and work life balance <p>Written Communication</p> <ul style="list-style-type: none"> • Writes winning reports and documents that meet audience needs <p>Interpersonal skills</p> <ul style="list-style-type: none"> • Models self-awareness, self-management and social awareness in communication, problem solving and conflict resolution. <ul style="list-style-type: none"> • Demonstrates detailed knowledge of client/people we support issues and builds research links.

Workforce Coordinator POSITION DESCRIPTION

	Personal attributes	Analytical <ul style="list-style-type: none"> • Presents clear and logical arguments Ethical <ul style="list-style-type: none"> • Reflects expected standards of behaviour consistent with the Code of Conduct • Has integrity and principles Honest <ul style="list-style-type: none"> • Is credible and truthful Collaborative <ul style="list-style-type: none"> • Works with others to achieve common goals • Engenders a spirit of team work Determined <ul style="list-style-type: none"> • Has clear goals
Health, Safety & Wellbeing Requirements (these are applicable to all positions)		<ul style="list-style-type: none"> • Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors • Comply with annecto HSW policies and procedures to participate in the achievement of a safe working culture • Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching
Organisational Expectations (this is applicable to all positions)		Compliance with organisational policy, procedures including code of conduct.
Acknowledgement of Incumbent		<p>I accept the position description documented above and understand that the position will be reviewed or amended periodically due to changes in organizational requirements for responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.</p> <p>Name: <i>(please print)</i></p> <p>Signature:</p> <p>Date:</p>