

**SUPPORT COORDINATOR - CHSP  
POSITION DESCRIPTION**

<b>Position Title:</b> Support Coordinator - CHSP	<b>Position Number:</b> TBC	<b>Department:</b> NSW/ACT
<b>Award:</b> Social Community Home Care and Disability Services Industry Award 2010	<b>Reports to:</b> Practice Manager (Dubbo & MNC)	<b>Direct Reports:</b> Support Workers
<p>annecto – the people network is a community inclusive not-for-profit organisation incorporated as an association in Victoria and listed 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.</p> <p>annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne and currently works across most of 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. Now with the addition of Merrimu Services we will be consolidating our services across the Western corridor of Melbourne</p> <p>annecto’s strategic directions include growth in scale, influence and outcomes alongside sustainability</p> <p>annecto operates in a ‘stakeholder’ environment with various stakeholder groups including people using, and potentially using, annecto’s services, association members, an elected Board, staff, volunteers, donors, sponsors and individuals, businesses, educational and research bodies, and groups in the general community. annecto is also operating at a time of major change illustrated by national social policy reform, trends to connected/joined up services, and increasing focus on person centred, individualised, self/consumer directed service models underpinned by human rights. Concurrently government is challenged to address changing expectations and revenue and has focused on outcomes of increased social and economic inclusion for people historically dependent on government welfare. This impacts on annecto’s historical core service users - people with disabilities, older people seeking alternatives to residential care, and their families.</p> <p>Overcoming barriers faced by communities and individuals that have historical or current entrenched disadvantage and complex needs is a core focus for annecto, seeking to influence change for individuals and communities alike with particular emphasis on ensuring culturally safe and a whole of family approach to our activities.</p>		
<b>Position Summary:</b>	The Support Coordinator - CHSP is responsible for ensuring that flexible respite, personal care and domestic assistance services are planned and implemented for Recipients under the Commonwealth Home Support Programme (CHSP). This role will also be responsible for coordinating an effective service delivery through efficient rostering practices and supporting a team of support workers in the region.	
<b>Position Characteristics:</b>	<b>Scope:</b>	<p>The Support Coordinator - CHSP will be partnering in:</p> <ul style="list-style-type: none"> <li>• The transition to person directed supports, which may include supporting the Care Recipient and their support network to explore alternative options other than traditional support models.</li> <li>• Providing leadership to Support Workers and ensure compliance with all training, industrial and government requirement to undertake their position</li> <li>• The sustainable and growth of Support Worker billable hours in Dubbo and surrounding region</li> </ul>

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	<p><b>Significant internal/external relationships:</b></p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Executive Manager NSW/ACT</li> <li>• Practice Manager Dubbo and MNC</li> <li>• Manager NSW/ACT</li> <li>• Dubbo Case Manager</li> <li>• Dubbo STRC Case Manager</li> <li>• Internal Support Workers</li> <li>• Dubbo Clinical nurse</li> <li>• All annecto staff</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• People supported by annecto, their families and/or carers</li> <li>• Funding bodies</li> <li>• Specialist Agencies and services</li> <li>• Community Organisation</li> <li>• External service providers</li> </ul>
	<p><b>Special Conditions:</b></p>	<p>annecto is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from mature aged people, and people from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with lived experience of disability and people who identify as LGBTI.</p>
	<p><b>Delegations:</b></p>	<p>In accordance with the annecto Board/CEO delegations and quality assurance policies.</p>
<p><b>Key Responsibilities and Outcomes (Competencies)</b></p>	<p><b>1. CHSP Coordination:</b></p>	<ul style="list-style-type: none"> <li>• Complete all internal assessments and reviews with the Care Recipient or their representative in accordance with the CHSP guidelines and scope of the service / activity as managed by annecto.</li> <li>• Support the Care Recipient and their support network with the implantation of their individual plan to ensure service delivery activated, continually reviewed and redesigned to reflect identified goals and the development of pathways in reaching those goals.</li> <li>• Ensure optimal service delivery to the Care Recipient, by being abreast of all new CHSP guidelines as well as annecto's policy and procedures.</li> <li>• Support the program to become a person driven service that is responsive and supports individuals in achieving and building on their goals.</li> <li>• Assist in the facilitation of better planning and better outcomes for people accessing annecto Inc. services.</li> <li>• Investigate additional services that may be required outside the scope of current plan or funding.</li> <li>• Actively participate in the development of internal systems and processes that will facilitate individual choices as reflected in their plans.</li> <li>• Identify and report on service gaps and lack of access for special needs groups where relevant.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Has a good knowledge of other services in the Dubbo Region that the Care recipient can be linked in to.</li> <li>• Utilize the MyAgedCare portal to access all new referrals.</li> <li>• Manage an internal waitlist.</li> <li>• Actively support the Care recipient to identify longer term plans and supports that will enable them to stay connected to services once discharged from this program.</li> </ul>
	<p><b>2. Workforce Coordination</b></p>	<ul style="list-style-type: none"> <li>• Work closely with the Dubbo Case Manager to maintain rosters, approving timesheets and conducting supervisions and performance reviews for Dubbo Support Workers</li> <li>• Maintain up-to-date data and records on the Carelink data/ Alayacare management system in line with annecto policies and procedures</li> <li>• Maintain up-to-date data and records on the DEX system in line with DHS policies and procedures</li> <li>• Management of all tasks associated when Support Workers are required to attend training</li> <li>• Management of rostering for clients assisted government funded and MySupport program</li> <li>• 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</li> <li>• Communicate effectively with team members, individuals and families regarding the changes to an individual's support requirements</li> <li>• Schedule and implement rosters of support hours in accordance with SCHADS guidelines. These rosters will seek to match staff with the required and preferred skills and attributes appropriate to the individual receiving supports</li> <li>• Assist Case managers to develop and provide shift plans that are written in a way that can be understood by the person receiving the service</li> <li>• Actively liaise with appropriate agencies to ensure coordinated implementation of services to every individual</li> <li>• Identify and report to line manger on service gaps and lack of access by particular minority groups where relevant</li> <li>• 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</li> <li>• Ensure client details are recorded and maintained on all relevant annecto Systems including but not restricted to contact information, emergency contacts, funding and co-payment details and roster rules</li> <li>• Approval of Support worker timesheet and liaison with payroll/finance team</li> <li>• Work closely with Human resources department and Practice Manager in recruitment and development of Support Worker workforce</li> <li>• Undertake a leadership role in supervising, mentoring and coaching all internal support workers</li> </ul>

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		<ul style="list-style-type: none"> <li>• Utilise the performance management process as needed</li> <li>• Assist in the facilitation of all internal training for support workers</li> <li>• Maintain clear records of all industry and associated training undertaken by support workers</li> <li>• Liaise with external providers when their workforce is attending to annecto program recipients</li> <li>• Work towards internalising as many shifts as possible</li> <li>• Other tasks as directed</li> </ul>
	<b>2. Administration:</b>	<ul style="list-style-type: none"> <li>• Assist with preparation for the Australian Aged Care Quality Agency Audits</li> <li>• Responsible for incoming and outgoing mail.</li> <li>• Undertaking mail merges, mail outs etc as directed.</li> <li>• Distribution of correspondence, emails, faxes and other key information.</li> <li>• Entering of details of individuals receiving support with annecto on relevant CRM and client management system.</li> <li>• Formulate commencement and discharge letters for people accessing support services.</li> <li>• General Office Duties such as photocopying, faxing, binding and filing as directed.</li> <li>• Assistance with the arranging group meetings, conferences and training as required.</li> <li>• The taking of minutes during team meetings</li> <li>• Provide general administration support as required</li> <li>• Assist Case Managers with completion all documentation regarding assessment, care plans and service provision for each client in line with annecto policies and procedures</li> <li>• Assist Case managers to maintain up-to-date client data and case records on Carelink in line with annecto policies and procedures</li> <li>• Ensure that reporting requirements are as per annecto policies/procedures and Department of Human Services and other Funding Government Bodies are adhered to.</li> <li>• Monitor and report monthly on service expenditure and outcome measures for the service.</li> </ul>
	<b>3. Communication:</b>	<ul style="list-style-type: none"> <li>• Support Care recipients and their support network in a manner, which is respectful and reflects an approach to individual planning, service delivery and improving social networks.</li> <li>• Work collaboratively with other team members, community organisations and service agencies to ensure the best outcome for the Carer and Care Recipient.</li> <li>• Communicate support requirements with internal support workers and external service providers.</li> <li>• Ensure that any changes which may impact an individual's service delivery or situation are communicated to all relevant parties as a priority.</li> <li>• Liaise as appropriate with Government Departments such as the Department of Human Services.</li> </ul>
	<b>4. General:</b>	<ul style="list-style-type: none"> <li>• Implement all required occupational health and safety requirements.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Participate in supervision, debriefing, performance appraisal and team meetings as required.</li> <li>• Actively contribute to ongoing continual improvement processes.</li> <li>• Support the evolving development of a culture that fosters; person focused processes, reflective practices and a learning environment.</li> <li>• Represent and promote annecto services in the sector seeking to promote and increase the profile as a community inclusive organisation.</li> <li>• Participate in professional development by attending seminars, workshops and in- service training.</li> <li>• Keep knowledge up-to-date with current legislations of funding bodies and communicating information through organisational meetings, supervision etc.</li> <li>• Assist in the identification of appropriate service providers.</li> <li>• Undertake other relevant duties and projects as required and directed by Practice Manger (MNC &amp; Dubbo )</li> </ul>
<p><b>Selection Criteria</b></p>	<p><b>Knowledge and Experience</b></p>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in aged care services and healthy ageing principles</li> <li>• Previous experience in support coordination in a community setting.</li> <li>• Understanding and commitment to person centered approaches.</li> <li>• Demonstrated ability to work co-operatively as a member of a professional team.</li> <li>• Well-developed interpersonal skills, including the ability to build rapport.</li> <li>• Well-developed time management skills and the ability to prioritise.</li> <li>• Knowledge of community resources/professional services which support individuals in the region.</li> <li>• Demonstrated ability to work effectively within a culturally diverse group.</li> <li>• Demonstrated ability to work autonomously with a high degree of initiative.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Proficient in the use of computer software: Word, Excel, Internet and email.</li> <li>• Tertiary qualifications in relevant health/social sciences.</li> <li>• Must hold a current unrestricted NSW driver’s license.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Training and/or experience in Person Centered Planning.</li> <li>• Knowledge of client data bases e.g. CareLink+ and Alayacare</li> <li>• Knowledge of DEX reporting</li> <li>• Knowledge of a range of community resources and support services</li> <li>• An ability to speak a community language/s</li> <li>• An ability to work in a flexible, creative manner</li> </ul>

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	<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications or equivalent competency/experience.</li> </ul>	
	<b>Values and Attributes</b>	<b>Communication:</b>	<b>Interpersonal Skills:</b> <ul style="list-style-type: none"> <li>• Demonstrate active listening and asks appropriate questions when dealing with the people annecto supports, colleagues and other external parties.</li> </ul> <b>Public Speaking:</b> <ul style="list-style-type: none"> <li>• Participates actively in staff meetings and shares information in improve work environment outcomes.</li> </ul>
		<b>Change and Responsiveness:</b>	<b>Learning and development:</b> <ul style="list-style-type: none"> <li>• Prepares own Personal Development Plan in consultation with Line Manager.</li> </ul> <b>Technology:</b> <ul style="list-style-type: none"> <li>• Uses technology and software applications effectively in accordance with task requirements.</li> </ul>
		<b>Governance and Compliance:</b>	<b>Quality:</b> <ul style="list-style-type: none"> <li>• Ensures that own work meets the organisations quality requirements</li> </ul> <b>Health Safety and Wellbeing:</b> <ul style="list-style-type: none"> <li>• Ensures safety of self and others in work environment</li> </ul>
		<b>Professionalism:</b>	<b>Initiative and enterprise:</b> <ul style="list-style-type: none"> <li>• Contributes to ideas and improvised ways of working.</li> <li>• Demonstrates common sense and uses established strategies to problem solve.</li> </ul>
		<b>Leadership and Teamwork:</b>	<b>Team dynamics:</b> <ul style="list-style-type: none"> <li>• Openly shares information, participates and contributes to team discussions.</li> </ul>
		<b>Personal Attributes:</b>	<b>Culturally aware:</b> <ul style="list-style-type: none"> <li>• Reflects expected standards of behaviour as per Organisational Code of Conduct.</li> </ul> <b>Positive:</b> <ul style="list-style-type: none"> <li>• Remains calm and focused when faced with difficulty.</li> </ul> <b>Resilient:</b> <ul style="list-style-type: none"> <li>• Learns from experience and identifies area for self-development.</li> <li>• Recovers from setbacks.</li> </ul> <b>Honest:</b> <ul style="list-style-type: none"> <li>• Credible and truthful.</li> <li>• Reliable and trustworthy.</li> <li>• Acknowledges and learns from mistakes.</li> </ul> <b>Flexible:</b> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances in the workplace.</li> </ul>

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<b>Health, Safety &amp; Wellbeing Requirements</b>	<ul style="list-style-type: none"> <li>• Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for all staff, clients, contractors and visitors.</li> <li>• Comply with annecto HSW policies and procedures to participate in the achievement of a safe working culture.</li> <li>• Where appropriate, participate in workplace inspections, accident / ear miss / incident reporting and investigations, provide information, instruction and coaching.</li> </ul>	
<b>Organisational Expectations</b>	<p>. This PD should be read in conjunction with annecto's Policies and Procedures, Employment contract, organisational Chart and appropriate standards and regulations which are applicable to the operations of annecto services.</p>	
<b>Approvals:</b>	<b>CEO:</b> Estelle Fyffe Date: July 2020	<b>HR Manager:</b> Jacinta Beckley Date: July 2020
<b>Acknowledgement of Incumbent</b>	<p>I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.</p> <p><b>Name:</b> <i>(please print)</i></p> <p><b>Signature:</b></p> <p><b>Date:</b></p>	