**..POSITION DESCRIPTION**

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| **POSITION** | **DIVISION** |
| Service Coordinator | Shared Living |

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| **REPORTS TO** | **LOCATION** |
| Regional Manager | TBA |

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| **ROLES REPORTING TO THIS ROLE** |
| Community Support Workers |

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| **ABOUT THE ROLE** |
| The Service Coordinator is responsible for running a Shared Living home and leading a team of up to (x) Community Support Workers. The Shared Living Division at Sunnyfield provides safe and supportive home environments for people with a range of needs, actively supporting them in their home and community by delivering Person Centred Active Support and promoting quality of life for people living with disability. The role of the Service Coordinator has two areas of responsibility:* Management and administration
* Hands-on work with the people living in the home

Service Coordinators are employed under the Social, Community, Home Care, and Disability Services Industry Award (SCHADS) and the Sunnyfield Housing Division Enterprise Agreement. |

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| **KEY RESPONSIBILTIES OF THE ROLE** |
| **Client & Family/ Carer relationships*** Ensures clients and customers are appropriately supported in exploring and resolving their needs, expectations and goals.
* Comprehensive knowledge of supports and services available.
* Contributes to positive relationships with relevant stakeholders, building a network of people as required.
* Ensures team members possess the required knowledge and approach situations flexibly and creatively. Seeks relevant training for staff when required.
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| **Personal care, Skill Development and Support** * Ensures all duty of care and safety requirements are adhered to in respect to personal care, assistance with daily life, supporting people to participate and engage in their communities and related support, including the administration of medications.
* Ensures team members have an appropriate level of knowledge in supporting people with disability, and the skills to engage with clients.
* Assumes responsibility for training and continuous coaching of team members in active support. Including building an agile culture of active client support
* Will participate in the planning and development of service offerings/supports.
* Ensures properties are properly maintained, clean and acceptably presented.
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| **Community engagement and education*** Ensures a positive image of people with a disability and of Sunnyfield as a service provider in the community.
* Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies.
* Maintains a team understanding of formal and informal supports in the community relevant to each client.
* Under guidance, implement local community engagement activities and plans and utilise local networks.
* Collaborates across the organisation with peers and managers in other organisations.
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| **Leadership and Teamwork*** Monitors and coaches for individual and team outcomes, achievement and performance.
* Embed the Senior Support worker role within the service, ensuring strong skillset is developed and clear supports are provided to the Service Coordinator and the service.
* Able to resolve conflict in the team or with stakeholders.
* Provides operational or procedural direction and/or advice and ensures knowledge and information is shared.
* Able to effectively represent the team and participate as an effective team member.
* Shows commitment to ongoing skills development for the team by displaying strong coaching skillset
* Promotes very clear team and individual objectives for team members.
* Shares knowledge and information with team members.
* Maintains and models personal and professional boundaries in line with the Sunnyfield Code of Conduct.
* Ensures team members clearly understand, can articulate and implement Sunnyfield Vision, Mission and Values.

• Actively develops a culture of customer service within the team, ensuring all team members are focused on what is important to the clients and Sunnyfield.* Escalates issues appropriately and makes relevant referrals to more experienced staff.
* Able to act as a change agent
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| **Operational Planning and Execution*** Competent level of professional knowledge of relevant legislation, and external and internal requirements.
* Assists with the allocation of resources, rostering, and logistics to efficiently deliver services within agreed service, budget and staffing parameters.
* Collects, records and monitors data and other information on progress towards supporting and enabling people to meet their goals, guiding staff as required and escalating any areas of concern to the Regional Manager.
* Monitors contract requirements and delivery within own service delivery capability.
* Has plans in place designed to meet operational objectives for the team.
* Monitors and meets agreed targets for budgets and service quality and outcomes.
* Utilises systems to capture service data and optimise utilisation of staff.
* Informs and contributes to policy and procedure development for the service area.
* Manages, monitors and regularly reviews service provision and expenditure to meet budget expectations.
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| **Work Health and Safety*** Read and comply with Sunnyfield’s Code of Conduct, Policies, Procedures and Work Instructions.
* Take care at all times for the health and safety of yourself and others.
* Follow, contribute to and work in a culture committed to continuous improvement through active participation in quality and workplace safety initiatives, and the identification of areas for improvement.

**Other Duties*** You may be required to perform other duties from time to time as required by Sunnyfield, so long as those additional duties are within your skills, competency, and training.
* As your role within Sunnyfield includes operating as part of a team, you are expected to work as a team member, show appropriate behaviours and respect to all our employees and work with a spirit of co-operation
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| **CORE SUNNYFIELD COMPETENCIES**  |
| Demonstrates Sunnyfield ValuesClient and Customer Focus | Ensuring AccountabilityTeamwork |

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| **KEY ROLE COMPETENCIES – Front Line Supervisor** |
| Fostering CommunicationManaging ResourcesPlanning and Organising | Problem SolvingTechnical Capability |

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| **KEY RELATIONSHIPS** |
| **Internal**  | **External** |
| * Clients
* Team Leaders
* Community Support Worker
* Clinical Support staff
* Administrative and support staff
* Regional Manager
* General Manager
 | * ADHC/NDS/NDIA and other government departments
* Parents/Families/Carers and Guardians
* NGO’s
* Allied Health Care professionals
* Local and Community services
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| **KEY SELECTION CRITERIA (required/preferred/desirable)** |
| **Education**Relevant Tertiary Qualifications, or a commitment to obtain Certificate IV Community Services (Disability) within 12 months of commencing in role.  |
| **Experience*** Minimum three year experience in the disability (or similar) sector in a leadership or management position
* Experience developing, implementing and monitoring programs
* Human Services experience desirable
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| **Skills, Knowledge, and Abilities*** Demonstrated experience in the development and performance management of a team and understanding of relevant industrial instruments
* Effective verbal, written communication skills and interpersonal skills.
* Experience in operating a service to budget and money management skills, e.g. Petty cash and budgets associated with the house roster.
* Broad knowledge of services for people with disabilities including a good working knowledge of the NDIS and disability standards.
* Excellent organisation and time management skills, and the ability to multi-tasks and work within timeframes
* Demonstrated experience in using Microsoft Office and mobile devices and applications
* Awareness and acceptance of NSW Disability Services Act 1993, NSW Disability Service Standards, Disability Services Act 1991 (ACT), Disability Services Regulation 2014 (ACT), Disability Services Approved Standard 2014 (ACT) and other relevant legislation
* Proven ability to establish networks and communicate effectively with a diverse range of people.
* Ability to problem solve, deal with challenging situations
* Flexibility in the working environment
* Ability to complete duties that may involve heavy lifting, manual handling, or repetitive work
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| **Certifications and Clearances*** Current First Aid certificate
* Current Drivers licence in applicable state or territory
* Satisfactory National Police check
* Current Working with Children Check clearance
* Pre-employment Functional Assessment Clearance
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I have read, understood and agree to comply with the requirements of the Position Description (as outlined above) and any assigned objectives.

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| **Name:** |
| **Signature:** |
| **Date:** |