**POSITION DESCRIPTION**

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| **Employee:** |  |
| **Position Title:** | Coordinator CHSP Domestic Assistance |
| **Hours of Work:** | Part time 30.3hrs pw **12 month contracted position with 6 month probationary period.** |
| **Date of Appointment:** |  |
| **Classification/Award:** | SCHADS Award – Social, Community, Home Care and Disability Services Award.  **The level of final salary is based on qualifications and relevant experience.**  **Position is dependent on CHSP funding.** |
| **Location:** | 477 Royal Parade Parkville. |
| **Reports to:** | MCCV Executive Committee |
| **Organisational Context:** | MCCV is an established community-based organisation with over sixty years of experience in providing supports and services to Victoria's Maltese community. The MCCV is an umbrella body for over 20 Maltese Associations operating in Victoria. |
| **Summary of Role:** | The CHSP Coordinator is responsible for ensuring that Domestic Assistance services are planned and implemented for consumers who are assessed as eligible under the Commonwealth Home Support Program (CHSP) guidelines. The Coordinator will work with the consumers and their family members and carers, to identify goals which will enable them to maintain and improve their level of independence and empower them to continue living at home. The Domestic Assistance services are delivered in the consumer’s home and within the community. The Coordinator will ensure that suitable support staff are engaged and will monitor and review the services making adjustments as required. |
| **Key Responsibilities:**  **Coordination**  **Administration**  **Communication**  **Quality and Safety** | * Provide information regarding the services in a clear and friendly manner * Protect the rights and confidentiality of consumers by ensuring the care provided maintains customer dignity and privacy. * Complete all internal assessment and reviews with the consumer or their representative in accordance with the CHSP guidelines and scope of the service as managed by the MCCV * Support the consumer and carer with the implementation of their care plan and ensure service delivery is continually reviewed and redesigned to reflect identified goals and pathways in reaching those goals. * Undertake OHS assessments and complete checklists at each client’s home. * Complete all documentation regarding the assessment, planning, service implementation and review for the consumer is in line with MCCV policies and procedures funding guidelines. * Explain to new clients their rights and responsibilities, prepare and arrange for the agreements to be signed and filed. * Allocate and arrange the rosters for support staff * Liaise with contractors * Client advisory when required * Working in cooperation with other MCCV Programs/Coordinators * Participate in regular team meetings and one on one meetings including performance reviews and coaching. * Record and maintain client records including case notes and conduct regular care plan reviews. * Ensure optimal service delivery to the consumer, by being abreast of all new CHSP guidelines as well as the MCCV’s policies and procedures. * Actively participate in the development of internal systems and processes that will facilitate individual choices as reflected in their plans. * Have a good knowledge of other services in the Northern and Western Metro area that the consumer can be linked in to. * Utilise the MyAgedCare portal to access all new referrals and manage consumer activity. * Utilise Data Exchange Portal for data entry of service hours delivered for the purpose of reporting. * Manage an internal waitlist. * Ensure that reporting requirements as per organisational policies/procedures and Funding Government Bodies are adhered to. * Ensure that individual plans are implemented with clearly outlined fees within timeframe. * Report to Executive Committee as requested, both verbally and in a monthly written report. * Work collaboratively with other team members, community organisations and service agencies to ensure the best outcome for the consumer. * Communicate support requirements with support workers and external service providers. * Supervise and mentor a team of support workers * Ensure that any changes which may impact service delivery or situation are communicated to all relevant parties and documented in case notes. * Actively contribute to ongoing continuous improvement processes. * Represent and promote MCCV services in the sector seeking to promote and increase the profile as a community organisation. * Participate in professional development by attending network meetings, seminars, workshops and in- service training. * Maintaining a safe work environment in accordance with the Maltese Community Council of Victoria’s Work Health and Safety Policies and Procedures * Ensure all work is undertaken in a safe manner and in accordance with the MCCV’S Occupational Health & Safety policies and procedures and funding body guidelines * Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Maltese Community Council of Victoria Work Health and Safety Policies and Procedures. * Identifying and reporting hazards in the workplace. |
| **Personal Qualities:** | **Leadership**   * Ability to manage own time to achieve required tasks * Ability to be flexible in adapting to consumer’s needs * Ability to exercise discretion in the application of well understood tasks and processes to meet consumer requirements * Ability to use judgement to meet the needs of consumers within the programs framework and to perform emergency procedures when required. * Ability to make appropriate decisions and prioritise workloads. * Excellent literacy skills to enable written completion of complex administrative tasks * Understanding of Maltese culture. * Communicate effectively with Maltese older people, their carers and families. * Ability to work as a cooperative and positive member of a team * Excellent customer service skills * Ability to maintain professional boundaries * Ability to liaise with staff, management and volunteers within the MCCV * Maintain professional relationships with consumers, families and relevant internal and external service providers |
| **Work Experience and Skills:** | * Ability to use judgement to meet the needs of consumers within the programs framework and to perform emergency procedures when required. * Demonstrate the ability to work effectively with older people and their carers from diverse backgrounds including those experiencing dementia * Awareness and understanding of issues confronting older people   and their carers.   * Ability to maintain consumer confidentiality and privacy at all times. |
| **Qualifications and Licences:** | * A qualification in Aged Care, Welfare or related field, or equivalent experience. A degree qualification is preferred * Relevant experience in aged care or welfare environment including experience in supervising staff * Demonstrated knowledge of aged care sector including context, principles, philosophies, policies, regulations and legislation; knowledge of current trends and developments in aged care industry; demonstrated understanding of Aged Care Industry funding arrangements with emphasis on Commonwealth Home Support Programme * A national police record check is required * A current Victorian Drivers licence is essential (please upload your licence at the time of application) |