



## POSITION DESCRIPTION

**Job title:** COORDINATOR

**Location of Position:** Building 1, Level 3, 20 Bridge Street, Pymble 2073.

**Reporting to:** Manager of Easy Care Gardening Inc.

**Hours:** Part-time: 45 hours per fortnight (plus Saturday morning if applicable).

**Salary:** As defined under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). Level range from 3 to Level 4 depending on qualifications.

### PURPOSE of the position

Provide *Commonwealth Home Support Program* (CHSP) garden maintenance to Easy Care Gardening (ECG) clients. Work independently, with other staff, or volunteers, to help ECG achieve funding requirements, *Aged Care Quality Standards* (ACQS) and *Charter of Aged Care Rights*.

### RESPONSIBILITIES AND DUTIES

**Responsibility 1** – Garden maintenance incorporating consumer dignity and choice. Safe use of all resources provided by ECG.

*Work Standard:* Demonstrated competency & knowledge. Field hours, WHS (care of equipment & work environment), and client feedback.

**Responsibility 2** – Volunteer training & supervision. Work in collaboration with the Volunteer Manager to achieve specific requirements of ACQS #7 including volunteer competency.

*Work Standard:* Evidence of effective communication & completed volunteer orientation. Volunteer numbers & feedback. Complaints about volunteer competency.

**Responsibility 3** – Administrative support for all stakeholders. *Ongoing assessment* in partnership with clients at each visit. *Planning* to focus on Wellness & Reablement with the client's needs, goals and preferences in mind.

*Work Standard:* Garden Reviews, job sheets, and scheduling. Responding to office phone, mobile calls, and emails without delay. See ACQS #2 for more details.



**Responsibility 4** – Contribute to the organisation through meeting attendance (staff & coordinators'), innovation, use of technology, and ensure complaints are used for continuous improvement.

*Work Standard:* Meeting attendance. Training and skills development. Newsletter involvement. Support for stakeholder feedback. Effective management of feedback and complaints

**Responsibility 5** – Work with the ECG Volunteer Manager to;

- increase field hours, making use of external groups (including *Duke of Edinburgh* volunteers) whenever possible.
- Regularly review requirements to support team leaders and build new teams.
- Increase volunteer retention & follow up lapsing volunteers.
- Recognise the contribution of volunteers using various means including awards, social functions, outings, & group training opportunities.
- Attend information stalls to promote ECG & recruit new volunteers.

*Work Standard:* Numbers of group gardens and stakeholder feedback. Volunteer reports. New teams. Input to volunteer events.

## SKILLS & EXPERIENCE

### Qualifications

*Essential:* A current Driver's License and First Aid certificate. Staff are required to undertake a Police Check and WWCC.

*Desirable:* Qualifications in Horticulture &/or demonstrable knowledge of common industry standards.

### Experience

*Essential:* Supervisory experience & working with volunteers. Office skills and computer literacy. Gardening experience.

*Desirable:* Working with the aged or people with a disability.

### Skills

- Attention to detail and working within time constraints.
- Effective communication (written & oral).
- Empathy for ECG clients and volunteers.

An understanding of WHS, the *Aged Care Quality Standards* and *Charter of Aged Care Rights* is desirable.

**Employee signature and date:**

**Manager's signature and date:**