

Position Description

Community Coordinator: Missionary Sisters of Service

General Information

Accountable to:	Emerging Futures Collaborative Operations Manager
Direct reports:	None
Location:	Melbourne (role will involve travelling interstate)
Nature of engagement:	Permanent Full-time

Background and overview

The Emerging Futures Collaborative Limited (EFCL) is a ministry established by a collaborative of Catholic Religious Institutes in Australia to provide administration and support services to Religious Institutes in need of this support.

The Missionary Sisters of Service (MSS) is one of EFCL's Service Partners. The congregation comprises 25 sisters living in Victoria, Tasmania, Queensland and South Australia.

As part of EFCL's responsibility to provide administration and support services to the MSS Sisters, EFCL seeks to appoint a Community Coordinator.

The Community Coordinator ensures the congregation, individually and collectively, is supported to continue to live their religious life and mission and to assure their wellbeing. The day-to-day responsibilities of the Community Coordinator will involve a combination of:

- Providing practical support
- Ensuring appropriate services and resources delivered by others are in place and monitored
- Reporting and, where necessary, escalating matters, to the MSS Canonical Delegate, MSS Stewardship Council and/or EFCL Management

This new role is a part of an innovative initiative, established to address an emerging need in Australian religious life. As such it is being designed and developed through a 'learning by doing' co-design process where each step is lived into, new learnings and insights emerge, and the model adapts accordingly. A key aspect of the role, therefore, is that it will evolve and adapt as the co-design process unfolds.

In addition, the capacity to plan, implement and execute will be key in addressing the initial priorities including gaining a clear understanding and appreciation of the congregation and its members; establishing key relationships; assessing the current situation and work with EFCL management to plan and execute to meet the service agreement requirements.

Key accountabilities

1. Holistic care and support to each sister
2. Sisters' pastoral and 'family' person
3. Co ordinate effective, appropriate health and aged care support
4. Expression of Mission
5. Professional Standards compliance
6. Archives support (through the Archivist)
7. Reporting on canonical matters to the canonical delegate
8. General responsibilities

Key working relationships

- MSS Canonical Delegate and MSS Stewardship Council
- EFCL Management
- Third Party Health and Wellbeing Co Ordinators – Mercy Health, Melbourne; St. Vincents Care Services, Toowoomba; Archdiocesan Clergy Healthcare, Hobart; Centacare, Mackay
- Business Manager – MSS/EFCL
- Executive Officer of Highways & Byways
- MSS Community Safeguarding Committee
- Archives Officer – MSS
- Service provider contacts as applicable

Overview of accountabilities

This position description carries within it an understanding of the importance of maintaining the independence and self reliance characteristic of MSS sisters

1. Holistic care and support to each sister

- Ensuring holistic and appropriate care and support for each sister (the whole person) addressing multiple dimensions such as social, spiritual, emotional, physical, psychological, accommodation, material, etc
- Understanding the spiritual needs of the sisters in the context of the underlying norms and traditions of the congregation.
- Ensuring as appropriate, that each sister has access to the experiences and resources which nurture her spiritual life.
- Offering pastoral care and support which nourishes, heals, sustains, and nurtures each sister as her life journey unfolds and transitions.
- Ensuring engagement and connection to community, personal family/friends and congregation.
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2. Sisters' pastoral and 'family' person

2.1. Individual advocacy, companionship, connections:

- Visits / in regular contact with every sister as appropriate
- Day-to-day practical presence and support
 - *Note: refers to all settings including hospitals and RAC*
- Assisting each sister, if desired, maintain family and friendship connections.

2.2. Legal Guardian

- Availability to take the role of legal guardian if required i.e. EPOA; Next of Kin

- Ensuring each sister's nominated representatives are properly appointed, coordinated, documented and recorded, and up to date. This includes responsibilities such as: Residential Aged Care contact person; myagedcare representative; Centrelink representative; Will executor; Administrative Power of Attorney; Enduring Power of Attorney;
 - *Note: The Community Coordinator would not be the nominated person for all these roles but they have accountability to ensure all these appointees are in place and up to date and there is a clear process for how to access POA information. Appointments to and practices associated with these roles would need to comply with the relevant EFCL and congregation policies.*

2.3. Sisters' funerals and follow up

- Ensuring sisters' wishes for their funerals are documented and recorded.
- Responsibility for all funeral arrangements and ensuring they reflect the sister's stated wishes.
- Organising for the dispersing of a sister's personal effects after death including discerning what may be archival for the congregation or family.

2.4. Sisters' personal records

- Ensuring a sister's personal record policy is in place and complied with.
- Ensuring an agreed checklist regarding the contents of each sister's file is in place and reflects relevant EFCL and congregation policies.
- Maintaining a 'comprehensive master copy' of each sister's personal file in keeping with relevant policies and checklists. This includes documents such as:
 - Personal documents e.g. certificates, vows, personal history, family information, funeral wishes, correspondence
 - Legal documents e.g. Will, Advanced Care Directive, nominated legal authorities
 - Financial documents e.g. Individual
 - Patrimony
- Ensuring sister's personal files are archived as appropriate.

3. Co ordinate effective, appropriate health and aged care support

Ensure effective, appropriate health and aged care support is provided to every sister, who requires it, by providing care co ordination; access to full suite of assisted living supports and access to appropriate clinical support.

- Establish, develop and maintain an effective working relationship with third party care co ordinators in each location.
- Ensure contracts with aged care service providers are in place and overseen.
- Reflect best practice 'care coordination' including assessments and care plans; access to services eg Home Care Packages, Community Support, Community Nursing, Residential Aged Care, Respite Care etc.; maintaining health records; Home safety; and Health and wellbeing promotion.
- Assisted Living: Ensure that contracted aged care services provide or assist sisters to access a full suite of assisted living supports. These may include wellness and reablement; domestic assistance; personal care; pastoral care and companionship; social support; transport; aids and equipment; mobile medical alert - 24/7 response.
- Clinical support: Ensuring that contracted service providers enable sisters to access appropriate clinical support including setting and attending medical appointments as appropriate; prevention programs are scheduled e.g. immunisations, annual GP assessment, vision, hearing, etc.

4. Expression of Mission

4.1. Individual mission

- Supporting, as appropriate, each sister to continue to express her mission as a Missionary Sister of Service. Each sister's mission (i.e. the lived expression of her commitment to Jesus and the Gospel) will evolve and the Community Coordinator should assist her as changes occur.

4.2. MSS congregational mission

- Understanding the MSS mission, its future plans and the activities of Highways and Byways, and assisting the sisters maintain connections with Highways and Byways.
- Ensuring congregation connections and traditions are maintained – as appropriate, that each sister for example - kept informed and connected through newsletters, meetings, celebrations, gatherings, consultations, etc.
- Maintains connections with broader congregational networks

4.3. Support Service Providers and Staff in living the mission

- Working with MSS service providers and EFCL management to ensure recruitment, induction and formation processes are in place and reflect congregational ethos, values and spirit
- Monitoring and evaluating service delivery processes and practices to ensure they reflect the congregation's ethos, values and spirit
- Fostering an environment of mutuality which enables ethos, values and spirit to be 'caught' as well as 'taught'

5. Professional Standards compliance

- Supporting Professional Standards compliance with the responsibilities set out in the Professional Standards Audit including:
 - Responding to Professional Standards issues
 - Ensuring National Catholic Safeguarding Standards (NCSS) are complied with and up to date
 - Working with the MSS Professional Standards Committee and / or third party providers

6. Archives support

- Maintaining a relationship with the archives through the Archivist and ensuring that canonically relevant material required for archiving is forwarded to the archives including information about:
 - Individual sisters
 - Other canonical matters
 - Civil matters and the property trust

7. Reporting on canonical matters

- Being aware of canonical governance requirements associated with the Canonical Delegate's letter of appointment and Congregation's Will and Distribution Plan
- Ensure the Congregation's wishes as set out in the relevant foundation documents including Spiritual Patrimony are implemented in the manner and spirit in which they were intended
- Ensuring issues of canonical significance are escalated to the Canonical Delegate and EFCL

8. General responsibilities

- Attending and participating in EFCL activities including meetings, formation, professional development and staff appraisal, as required
- Adhering to the EFCL and MSS policies and procedures as a compliance requirement under the terms of employment
- Undertaking additional responsibilities as required, which are consistent with the role and in response to changing circumstances
- Signing a confidentiality agreement stating that you will not divulge any confidential knowledge or information which you may acquire during, or incidental to, your employment
- Child safety and Nationally Coordinated Criminal History Check:
 - The members of the MSS create safe environments for the care and protection of vulnerable children and adults at risk
 - The successful applicant will need to undertake a Nationally Coordinated Criminal History Check before being accepted for the position

Capabilities, experience and qualities

Core capabilities

- Highly developed relational skills with a demonstrated ability to create effective, appropriate and respectful relationships across a range of stakeholders eg with MSS sisters and contractors
- Strong communication, listening and interpersonal skills
- Empathetic influencing skills
- Demonstrated leadership, management and organisational ability
- Solutions oriented with a proactive, innovative, pragmatic approach taking pride in delivering high quality services
- Solid demonstrated understanding of a care, social services delivery environment
- Active contributor to continuous improvement
- Ability to work effectively across locations (often remotely) with a range of stakeholders

Experience

- Experience in one or more of these areas: community care; aged care, pastoral care, health and allied services
- Experience in working with Religious Institutes and their members.
- Best practice service delivery and compliance
- Relevant tertiary qualification and ongoing professional development

Qualities

- Appreciation for the history, life, mission and ethos of the Missionary Sisters of Service
- Demonstrated alignment with the values of the Missionary Sisters of Service
- High regard for the elderly, acting with empathy and emotional intelligence to support them to live valued and meaningful lives
- A genuine interest in each sister's current and changing situation and a commitment in companioning them
- Appreciation of decision making through discernment and participatory dialogue
- Courage in leadership to confront issues and risks, and to escalate issues as appropriate
- Ability to act with tact, discretion and confidentiality
- Ability to work in a fluid environment and to "learn by doing".
- Understanding of Catholic Church and culture