



# Position Description

## Care and Education Coordinator

Alan Walker Village

Wesley Training

Alan Walker Village

February 2022

### Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Care and Education Coordinator

## Alan Walker Village

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Alan Walker Village

Alan Walker Village in Carlingford is 215 units set in a beautifully landscaped location in Sydney's north-west. Since 1986 we have provided seniors with a place to live with the reassurance that they can access help when needed and move to higher level care as required.

This friendly caring village community has access to a range of services including 24/7 vital care, cleaning, lifestyle support, a restaurant and café, hair dresser, swimming pool and village bus.

Wesley Mission deliver wrap around services to our residents with different specialist programs working from the site.

Many residents are eligible for Homecare funding with Wesley Homecare staff providing additional funded support as appropriate.

Many residents access Wesley Catering services within our restaurant or delivered to their units.

Many residents access Older Person Mental Health support provided by Wesley Lifeforce.

Alan Walker Village is a practical training center for students from Wesley Training to prepare to work in Aged Care, hospitality and asset management.

### 3 Overview of role

The Care and Education Coordinator is responsible and accountable for the oversight of resident care services and the supervision and competency assessment of approved students.

The role is responsible for the development and delivery of resident flexible care services, staff recruitment & development, roster management, compliance, customer service and financial performance.

The role is also responsible to provide approved student placements for Wesley Training, pair students with suitable staff and/or residents, assess students' workplace competency and develop a positive workplace culture which prepares students to work in the aged care sector.

The Care and Education Coordinator is an active member of two teams providing services to a common client.

- 1) The Alan Walker Village team which provides high quality care 24/7 to all residents living onsite.
- 2) The Wesley Training team which provides high quality training and a positive placement experience to students to prepare them to enter the aged care, hospitality and asset maintenance workforces.

### **3 Relationships**

Reports to: Village Manager

Direct reports: Flexible Care staff; Students; other staff as delegated.

Works with: Alan Walker Village management and staff; Wesley Training management and staff; Wesley Catering management and staff; Portfolio Accountant; All Wesley Mission staff.

All relationships are reviewed and assessed annually using a 360-review process.

### **4 Major role responsibilities**

#### **4.1 Our clients**

This role identifies 3 client groups with two KPIs.

- a) Residents of Alan Walker Village
  - b) Families of Residents
  - c) Students of Wesley Training
- develop and maintain the quality and professionalism of all services across the portfolio, by ensuring services are meeting the expectations of residents and their families accessing our services
  - establish and maintain strong relationships within the education and training sector, both public and private, to ensure students are provided with a positive learning experience
  - be a strong ambassador for Alan Walker Village and Wesley Training.

##### **4.1.1 Performance Measures**

- 90% customer satisfaction
- 90% student satisfaction
- accommodating at least 15 students per week
- maintaining staff rosters within budget
- maintaining current training qualifications and industry currency, as required by Wesley Training.

#### **4.2 Our people (our team)**

- build a strong team of flexible care staff to support residents, students, and the business to provide exceptional services to village residents
- establish and streamline robust pre-screening, recruitment and onboarding strategy to support students to meet the expectations of residents and the business
- develop and implement training and assessment processes for paid staff to ensure all staff are trained and equipped to meet service delivery expectations

- provide guidance to all staff which strengthens knowledge and skills within their services in order to achieve a performance driven culture of inspiration and passion for the portfolio and Wesley Mission
- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- set KPI's by department and for individual staff members and document within Employee Contribution and Development Plans
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team.

#### **4.2.1 Performance Measures**

- staff retention rate of 75%
- all permanent staff to participate in the Employee Contribution and Development process annually
- at least 15 Students engaged in placements per week.

### **4.3 Our operations**

- accountable for ensuring all services are compliant under the NSW Retirement Villages Act 1999, state, federal legislation
- accountable for ensuring all student services are in compliance with Wesley Mission, Wesley Training, national VET standards for registration, the Australian Qualifications Framework and related policies and procedures
- conduct any delivery and assessment at nominated premises, using only the Wesley Mission agreed delivery structure, materials, and human resources in compliance with Training Package guidelines
- involvement in industry peak body and training events, to keep across changes relevant to the industry
- accountable for ensuring WHS compliance across the portfolio
- be an advocate of the Wesley Mission brand, ensuring brand compliance, use of appropriate verbal and written communication and use of correct templates.

#### **4.3.1 Performance Measures**

- all resident services are compliance with NSW Retirement Villages Act 1999
- all services are compliant against AQF & WHS frameworks
- all services are compliant with Wesley Mission policies and procedures, and brand guidelines
- professional qualifications and industry currency is maintained at all times.

## **4.4 Our financials**

- prepare fortnightly team rosters using the TANDA system which operate within approved budgets
- develop and manage budgets and forecasts
- review income & expenditure statements for Flexible Care on a monthly basis and advise manager of any concerns or anomalies.

### **4.4.1 Performance Measures**

- achieve budget at end of financial year
- on time reporting
- optimal revenue generation from all services.

## **5 Professional responsibilities**

- as directed, other activities to support the delivery of the Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## **6 Selection criteria**

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- experienced Aged Care professional with formal current qualifications in adult education.
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed partnerships

- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- displays emotional maturity and resilience.

#### **Essential skills/knowledge**

- minimum Certificate IV Aged Care or similar
- Certificate IV TAE40116
- extensive experience in managing care services for vulnerable clients
- firm understanding of the Australian Qualifications Framework (AQF) and how it relates to assessing student competency within a client focused service.
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution, change management and financial management
- experience in managing a team and developing team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office and Dynamics.

#### **Desirable skills/knowledge**

- tertiary qualifications in nursing or health
- not for profit or cause related management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.