

## CONSULTANT - Position Description

|  |   |  |  |
|--|---|--|--|
| <b>Position Title:</b> Consultant  | <b>Position Number:</b>   | <b>Department:</b> annecto LMR   | <b>FTE:</b> N/A                        |
| <b>Award:</b> Award: Social Community Home Care and Disability Services Industry   |   | <b>Reports to:</b> Practice Manager  | <b>Direct Reports:</b> Support Workers |
| <p>annecto – the people network is a community inclusion not – for profit/social purpose organisation and registered charity incorporated as an association in Victoria and listed with ASIC as a registered Australian body to operate nationally. annecto’s purpose is to connect individuals and communities to realise an inclusive society and the organisation’s principles are humanity, interdependence, authenticity and emergence. annecto does this through planning and service delivery, through facilitating and strengthening informal supports social and employment networks and community building, and through participation in sector related policy development and review. annecto aspires to a diverse culture – a celebration of what makes each person unique – and to social inclusion underpinned by human rights.</p> <p>These are exciting times for annecto Inc., and Merrimu Services Incorporated which merged in late January 2019 and will be supporting clients with disabilities across a range of sites across the Inner West out to Bacchus Marsh/Melton and across to Ballarat.</p> <p>annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne and currently works across most of metropolitan Melbourne, in the Loddon Mallee and Grampians regions of Victoria, in the Western suburbs of Sydney and throughout the Far West of New South Wales and now with the addition of Merrimu Services we will be consolidating our services across the Western corridor of Melbourne.</p> <p>annecto’s strategic directions include growth in scale, influence and outcomes alongside sustainability</p> <p>annecto operates in a ‘stakeholder’ environment with connections to various stakeholder groups. Such stakeholder target groups include people seeking formal or informal support, or who are in the process of determining their future support needs. Other stakeholders include: association and elected Board members, staff, volunteers, donors, sponsors, funding and legislative bodies, businesses, educational and research bodies, and a diverse range of groups in the general community. annecto and annecto’s stakeholders can potentially contribute to social impact through linking into social, civic and economic opportunities in Australia.</p> <p>annecto is also operating at a time of major change through government driven social policy reform which seeks to connect services, and to increase focus on person centred, individualised, self/consumer directed and managed services models. Concurrently, government is challenged to address changing community expectations within an affordable economic and socio-economic environment. Such change signify a new government approach that focusses on goal orientated individual outcomes with the propensity to increase social and economic inclusion for people historically dependent on government welfare. This reform and the pace of change has an impact on annecto’s historical core service users - being people with disabilities, older Australians seeking alternatives to residential care, and their families.</p> |   |  |  |
| <b>Position Summary:</b>   | Reporting to the Practice Manager, the Consultant position will be responsible for the day to day coordination of service delivery of the supported region. The position will build and consolidate services to annecto clients and support the ongoing development of the region through the provision of a skilled and qualified workforce. |  |  |
| <b>Position Characteristics:</b>   | <b>Scope:</b>   | <ul style="list-style-type: none"><li>• Provide operational Management and leadership to implement a range of Commonwealth and key stakeholder funded community based programs throughout supported regions.</li><li>• Operationalising the day to day delivery of services to clients.</li><li>• Provide end to end services such as; case management, workforce coordination and support business development opportunities.</li></ul> |  |

## CONSULTANT - Position Description

|  |   |   |
|--|---|---|
|  |   | <ul style="list-style-type: none"> <li>Contribute to identify and respond to a range of locally identified initiatives and projects. (Community Development Initiatives).</li> <li>Maintain a safe and supportive working environment with assistance from annecto's OH&amp;S team;</li> <li>Assisting the Practice Manager to work with key partner organisations.</li> </ul>  |
|  | <b>Significant internal/external relationships:</b> | <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Practice Manager</li> <li>Centre Administration Officer</li> <li>annecto all locations</li> <li>Support Workers</li> <li>Other Consultants</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>Clients and their families</li> <li>New Service Organisations</li> <li>Liaising with Brokerage, service providers and any other persons or organisations engaged in supporting/providing services for people annecto supports.</li> </ul> |

## CONSULTANT - Position Description

|  |   |  |  |
|--|---|--|--|
|  |   | <b>Special Conditions:</b>   | Consistent with annecto's purpose of connecting individuals and communities to realise an inclusive society, which is underpinned by annecto's principles of Humanity, Interdependence, Authenticity and Emergence. Annecto welcomes applications from suitably qualified, skilled and experienced candidates. |
|  |   | <b>Delegations:</b>  | In accordance with annecto Board/CEO delegations and quality policies and procedures.  |
| <b>Key Responsibilities and Outcomes</b> |   |  |  |
| 1  | <b>Assessment and Coordination of Support</b> | <ul style="list-style-type: none"> <li>• Development of care plans and the completion of associated assessments / re-assessments</li> <li>• Coordinate assessments of individuals receiving support from annecto within the defined programs, liaising as appropriate with people receiving support, carers, external service providers, ACAT and other key partners.</li> <li>• Ensure comprehensive planning, development and implementation of individual plans that are person directed to the greatest extent possible.</li> <li>• Implement and monitor the quality delivery of supports consistent with relevant program guidelines, organisational policy and procedures and legislation.</li> <li>• Identify and report to the Manager on service gaps and lack of access by particular minority groups where relevant</li> <li>• Manage a caseload of people supported by annecto through all programs</li> <li>• Plan, coordinate and implement agreed plans for individuals and their carer's.</li> <li>• Liaise as appropriate with individuals, carers, other family members or nominated representatives.</li> <li>• Monitor packages, reviewing and adjusting individual plans as appropriate in consultation with recipients, carers and/or other relevant parties.</li> <li>• Manage and develop individualised budgets as aligns with current departmental guidelines.</li> <li>• Actively liaise with relevant agencies and service providers to ensure coordinated delivery of services that respond to individual needs.</li> <li>• Facilitate timely, flexible, innovative and responsive rostering of Support staff to ensure quality supports.</li> <li>• Ensure the accurate development, maintenance and implementation of support worker rosters.</li> <li>• Identify regular lines of work for staff, maximizing hours available to individual staff members around and across person centered plans and client needs</li> <li>• In the event of emergency shift replacement, ensure the relevant people are advised in a timely and responsive manner.</li> <li>• Work with other Consultants to appropriately match staff with people accessing annecto support services.</li> <li>• Engage in activities to ensure the ongoing recruitment of a quality direct support team.</li> <li>• Facilitate timely, flexible, innovative and responsive rostering of support worker staff in consultation with the appropriate client representative to ensure quality supports.</li> <li>• Identify regular lines of work for staff, maximising hours available to individual staff members around and across person centered plans and client needs.</li> <li>• Maintain accurate and timely staff skills/tasks profiles in Carelink+.</li> </ul> |  |

## CONSULTANT - Position Description

|   |                       |   |
|---|-----------------------|---|
| 2 | <b>Communication</b>  | <ul style="list-style-type: none"> <li>• Work collaboratively with other team members.</li> <li>• Participate in supervision, debriefing and team meetings as required.</li> <li>• Liaise as appropriate with clients, carers, support workers and other family members or nominated representatives.</li> <li>• Liaise with appropriate agencies to ensure coordinated implementation of service to individuals.</li> <li>• Represent annecto at forums, conferences, working groups, network meetings etc. relevant to the scope of this position.</li> <li>• Communicate and seek advice from a range of community based services within Gov't and Non-Gov't Health and Allied Health fields in a professional manner</li> </ul> |
| 3 | <b>Administration</b> | <ul style="list-style-type: none"> <li>• Complete all documentation regarding assessment, plans, service provision, recruitment, performance management, termination in line with annecto policies and procedures.</li> <li>• Maintain up-to-date data and records management protocols on Carelink+ and SharePoint in line with annecto policies and procedures.</li> <li>• Manage internal and external service scheduling processes and associated account consolidation</li> <li>• Ensure Quality Compliance by assisting with Audit / Action activities as identified by line manager.</li> <li>• Assist the Line Manager in developing and implementing organisational policies and procedures</li> </ul>                     |
| 4 | <b>General</b>        | <ul style="list-style-type: none"> <li>• Implement all required OH&amp;S requirements.</li> <li>• A preparedness to travel as required.</li> <li>• Maintain up-to-date industry standards and knowledge.</li> <li>• Actively contribute to a continual service improvement process.</li> <li>• Assist with the identification and contracting of appropriate service providers and contractors.</li> <li>• Work with line manager to address any identified issues associated with service quality.</li> <li>• Develop internal service relationships and foster a positive teamwork environment.</li> <li>• Work harmoniously within a team of Health Care Community Care professionals.</li> </ul>                                |

## CONSULTANT - Position Description

| Key Selection Criteria          |  |
|---------------------------------|--|
| <b>Knowledge and Experience</b> | <ul style="list-style-type: none"> <li>• Significant experience in support and workforce coordination within a community setting.</li> <li>• Substantial Knowledge of local/regional community resources/professional services which support individuals and their families</li> <li>• Extensive experience working within Community Development, Health and Social Work.</li> <li>• Demonstrated ability to work autonomously with a high degree of initiative.</li> <li>• A Comprehensive understanding and commitment to implementing Consumer Directed Care Initiatives (CDC) and Person Centred approaches.</li> <li>• Excellent verbal and written communication skills combined with outstanding interpersonal skills to work with a diverse range of internal and external stakeholders</li> <li>• Strong computer skills with ability to use the MS Office suit, Tech One, AlayaCare, Carelink and various other software relating to the sector</li> <li>• Demonstrated ability to work efficiently with culturally diverse groups of people</li> <li>• Capacity to operate within a medium to large organisation located across multiple sites</li> <li>• Demonstrated commitment to the Purpose and Principles of annecto – the people network.</li> </ul> |
| <b>Qualifications</b>           | <ul style="list-style-type: none"> <li>• Tertiary qualification in a related discipline to the field of Community Care.</li> <li>• A current valid Victorian Driver's Licence</li> </ul>   |

| Values and Competencies           |   |
|-----------------------------------|---|
| <b>Communication:</b>             | <p><b>Interpersonal Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate active listening and asks appropriate questions when dealing with the people annecto supports, colleagues and other external parties.</li> </ul> <p><b>Public Speaking:</b></p> <ul style="list-style-type: none"> <li>• Participates actively in staff meetings and shares information in improve work environment outcomes.</li> </ul> |
| <b>Change and Responsiveness:</b> | <p><b>Learning and development:</b></p> <ul style="list-style-type: none"> <li>• Prepares own Personal Development Plan in consultation with Line Manager.</li> </ul> <p><b>Technology:</b></p> <ul style="list-style-type: none"> <li>• Uses technology and software applications effectively in accordance with task requirements.</li> </ul>   |
| <b>Governance and Compliance:</b> | <p><b>Quality:</b></p> <ul style="list-style-type: none"> <li>• Ensures that own work meets the organisations quality requirements</li> </ul> <p><b>Health Safety and Wellbeing:</b></p> <ul style="list-style-type: none"> <li>• Ensures safety of self and others in work environment</li> </ul>  |

## CONSULTANT - Position Description

|   |  |
|---|--|
| <b>Service Delivery</b>                     | <b>Client confidentiality and dignity</b> <ul style="list-style-type: none"> <li>Creates systems and policies for protection of client/people we support confidentiality</li> </ul>  |
| <b>Resources, assets and sustainability</b> | <b>Financial management</b> <ul style="list-style-type: none"> <li>Prepares program and complex project budgets, and reviews financial performance</li> </ul> <b>Equipment and assets</b> <ul style="list-style-type: none"> <li>Manages assets, allocates resources and purchases high cost equipment to support service delivery</li> </ul> <b>Sustainability</b> <ul style="list-style-type: none"> <li>Identifies and manages financial risks and develops protocols for sustainable purchasing</li> </ul>   |
| <b>Leadership and Teamwork</b>              | <b>United vision</b> <ul style="list-style-type: none"> <li>Celebrates and acknowledges the achievement of outcomes that contribute to organisation strategic intent</li> </ul> <b>Strategic Focus</b> <ul style="list-style-type: none"> <li>Assist in the development of Team Plans with clear targets and goals linked to Strategic Intent</li> </ul> <b>Team dynamics</b> <ul style="list-style-type: none"> <li>Support productive working relationships, team dynamics and work life balance</li> </ul> <b>Diversity/different styles</b> <ul style="list-style-type: none"> <li>Supports diverse team members with strong and appropriate skill bases suited to task and supports team building</li> </ul>  |
| <b>Communication</b>                        | <b>Written Communication</b> <ul style="list-style-type: none"> <li>Writes accurate reports and documents that meet audience needs</li> </ul> <b>Verbal Communication</b> <ul style="list-style-type: none"> <li>Provides informed meaningful and relevant messages when communicating with staff and clients</li> </ul> <b>Public speaking</b> <ul style="list-style-type: none"> <li>The Preparation of convincing presentations to communicate key issues</li> </ul> <b>Interpersonal skills</b> <ul style="list-style-type: none"> <li>Models self-awareness, self-management and social awareness in communication, problem solving and conflict resolution</li> </ul>  |
| <b>Professionalism:</b>                     | <b>Time management</b> <ul style="list-style-type: none"> <li>Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met</li> </ul> <b>Ethics</b> <ul style="list-style-type: none"> <li>Sees that recognition systems is aligned with organisational values and that code of conduct is communicated</li> </ul> <b>Taking Responsibility</b> <ul style="list-style-type: none"> <li>Delegates to develop staff and accepts responsibility for actions of staff and teams under authority</li> </ul> <b>Problem Solving</b> <ul style="list-style-type: none"> <li>Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving</li> </ul> <b>Initiative and enterprise</b> <ul style="list-style-type: none"> <li>Encourages teams to show initiative and looks for ways to work more dynamically</li> </ul> |

## CONSULTANT - Position Description

|  |   |
|--|---|
| <b>Community and inter-agency relations</b>  | <b>Networks and stakeholders</b> <ul style="list-style-type: none"> <li>Reviews and manages services in response to changing needs of relevant groups in the community</li> </ul> <b>Partnerships and collaboration</b> <ul style="list-style-type: none"> <li>Develops models and protocols for working formal and informal partnerships with other organisations to achieve client outcomes</li> </ul> <b>Social Justice</b> <ul style="list-style-type: none"> <li>Demonstrates commitment to social justice and social inclusion</li> </ul> |
| <b>Health and Wellbeing requirements</b>   |   |
| <ul style="list-style-type: none"> <li>Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors</li> <li>Comply with annecto HSW policies and procedures to participate in the achievement of a safe working culture</li> <li>Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching</li> </ul> |   |
| <b>Organisational expectations</b>   | Compliance with organisational policy, procedures including code of conduct.  |
| <b>Approvals</b>   | <div> <div>CEO:</div> <div>HR Manager:</div> </div> <div> <div>Name:</div> <div>Name:</div> </div>  |
| <b>Acknowledgement of Incumbent</b>  | I have read and understood the requirements of the position<br><b>Name: (please print)</b><br><br><b>Signature:</b><br><br><b>Date:</b>   |



## CONSULTANT - Position Description