



Position Description

Coordinator Independent Living

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Coordinator, Independent Living

AWARD CLASSIFICATION: Band 8

DEPARTMENT: Community Services

DIVISION: Community Wellbeing & Inclusion

DATE APPROVED: May 2022

APPROVED BY Manager Community Services

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Manager Community Services

SUPERVISES: Independent Living staff.

INTERNAL LIAISONS: Council Employees and Managers, Executive Team and Councillors

EXTERNAL LIAISONS: Government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

POSITION OBJECTIVES

- To lead the strategic development of a customer focussed innovative and effective service team aligned to Council strategy, policy and priorities within agreed timeframes at a department and program level.
- Provide positive leadership that enables the work group to effectively plan, deliver, continuously improve and evaluate Council services funded under the Commonwealth Home Support Program (CHSP) and Home and Community Care for Younger People (HACC FYP).
- Be accountable to ensure that the service complies with all State and National regulations, accreditation, standards and guidelines for service delivery and are delivered within the allocated budget.
- Provide strategic advice to Council and manage operational transition whenever change occurs.



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KEY RESPONSIBILITY AND DUTIES

- Apply an analytical and continuous improvement approach to policy, procedures and systems that ensure the highest quality service provision to older adults, younger people who need assistance to live independently, and carers of these people in our community.
- Monitor and maintain compliance with funding guidelines and quality requirements of the Commonwealth Home Support Programme (CHSP) and the Home and Community Care Program for Younger People (HACC PYP) and Council policies.
- Contribute expert knowledge to strategic service and master planning for services related to older people, people who need assistance with daily living and their carers.
- Provide leadership and ensure the overall support, co-ordination and supervision of staff within the Independent Living Team is directed to create a high performing and cohesive team.
- Develop, maintain and improve client management information systems including reporting systems in conjunction with the Systems Support Officer, and Digital Transformation Services.
- Collaborate with colleagues, service delivery partners and service networks to identify changes in service trends, remain informed and achieve integrated and responsive local service system and remain responsive to the changing needs of the target population.
- Participate in and contribute to Divisional leadership and planning activities.
- Provide reports to Council as required on policy, planning and operational issues related to Independent Living and change requirements in the aged care system.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the provision of comprehensive and high quality programs which meet the needs of residents of the CoPP and comply with all applicable external funding and legislative requirements and community service standards and guidelines.
- Responsible for the formulation and implementation of Unit policy and priorities and participation in the development of Departmental policies, objectives and procedures which are consistent with Council's policies.
- Responsible for the Unit's Budget expenditure and to ensure that any contracts entered into for the delivery of services are managed within organisational guidelines
- Responsible for the observation of all OH&S and Equal Employment Opportunities requirements and other Council's Policies.
- Collaborate with and inform the Manager Community Services regarding any decisions that will have a major impact on projects and on the overall functioning of the service and programs to the community.

JUDGEMENT AND DECISION MAKING

- Ability to make appropriate decisions within operational context.
- Identify policy requirements and develop options for consideration by the Manager Community Services and possibly for approval by the Executive Leadership Team and/or Council.



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- Autonomy within boundaries of Council Policy and relevant State and Government Policies including the Council Plan, reablement and the consumer directed care approach.

SPECIALIST SKILLS AND KNOWLEDGE

- Awareness of the long-term goals of Council, its values and aspirations, as well as the context in which it operates.
- A thorough understanding of service provision for older adults, people who need assistance with daily living and their carers and an ability to implement social justice principles in addition to good business practice.
- An understanding of and experience working with people from CALD (culturally and linguistically diverse) backgrounds, people who identify as LGBTIQ (lesbian gay, bisexual, transgender, intersex, queer), people of Aboriginal or Torres Strait Island background, people experiencing financial disadvantage (including people who are homeless or at risk of homelessness), and people with dementia.
- Experience in planning for and leading change, particularly related to service reform.
- Experience in managing complex human services programs, and the ability to interpret and apply relevant State and Commonwealth Government Legislation and funding accountability requirements.
- Highly developed written skills and ability to write clear and concise reports.
- Ability to use and interpret statistics, financial reports, along with contract administration, budget and financial procedure skills.
- Advanced computer skills including experience in client management systems (preferred).

MANAGEMENT SKILLS

- Ability to plan and prioritise own workload, meet timelines, and ensure that reporting employee's operate in a similar manner.
- Ability to lead and supervise staff, and always engender a team approach, especially through times of transition and change.
- Understanding of and an ability to implement personnel practices including EEO & OH&S, employee development, identify the training and development needs of employees and recommend appropriate training.
- Ability to interpret and prepare financial statements and develop and monitor program budgets, ensuring that all funding accountabilities are met.
- Provide ongoing monitoring of contracts and service agreements to support service performance and delivery.
- The ability to negotiate with members of the public, other employees and other organisations to achieve service goals and service outcomes.



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OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- The ability to lead and motivate staff and to foster an atmosphere of mutual and professional integrity.
- Ability to collaborate and gain co-operation and assistance from a range of people including community representatives, government representatives and staff from Community Wellbeing & Inclusion Division and other Council Divisions.
- An understanding of consultation processes and a commitment to staff and service user participation in decision making and the development of services.
- Sensitivity to and acceptance of a wide variety of lifestyles and cultures.
- Ability to resolve conflict to achieve productive outcomes.
- Ability to advocate and negotiate.
- Ability to communicate with professionals from a wide range of disciplines.
- Excellent spoken and written communication skills, particularly the preparation of routine internal/external correspondence.
- Ability to communicate effectively with people of all ages and from a wide range of social, cultural and economic backgrounds. This may include frail older people, people with disabilities, and/or their carers, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ (lesbian, gay, bisexual, transgender, intersex or queer), people of Aboriginal or Torres Strait island background, people experiencing financial disadvantage (including people who are homeless or at risk of homelessness) and people with dementia.

QUALIFICATIONS AND EXPERIENCE

Academic:

- Tertiary qualifications in the behavioural sciences or a health-related discipline essential.

Experience:

- Demonstrated experience in the assessment of the needs of older adults and people with disabilities.



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- Demonstrated management experience and leadership skills.
- Experience in policy development and planning for service delivery.
- Experience in Local Government (preferred).

CHILD-SAFE STANDARDS

Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of COVID-19 Vaccination in line with VIC Government Directions
- Employee type Working with Children Check

KEY SELECTION CRITERIA:

- Demonstrated commitment to Council values: Working together, Creative and strategic thinking, Personal growth and performance, Courage and integrity, Accountability and Community First.
- A relevant qualification and/or extensive experience working at a senior level in aged care or with several years' experience working within a related field.
- Demonstrated skills in management and leadership in financial, physical and human resource planning: including team building, and capacity to achieve high levels of service effectiveness and efficiency, preferably in the context of consumer directed care.
- Knowledge and experience in planning for and leading change.
- Demonstrated ability to manage, lead, support and develop high performing teams.
- Excellent communication skills with capacity to produce high quality written communication and communicate with people from diverse backgrounds.
- Ability to continuously improve systems, work processes and practices in a collaborative manner.