

## Uniting AgeWell Position Description

### Position Information

<b>Position Title:</b>	<b>Centre Coordinator</b>	
<b>Division/Department:</b>	Home Care and Community	
<b>Reporting to:</b>	Team Leader	
<b>Enterprise/Individual Agreement:</b>	As per employment contract	
<b>Classification/Grade:</b>	As per employment contract	
<b>Location:</b>	As per employment contract	
<b>Employment Status:</b>	As per employment contract	
<b>Resource Management</b>	<b>Direct Reports:</b>	<b>Indirect reports:</b>
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>All aged care and administration staff</li> <li>All corporate support services staff</li> <li>The uniting Church</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>Consumers</li> <li>Volunteers</li> <li>Families and Carers</li> <li>Local community providers / partners</li> <li>Government funding bodies</li> </ul>
<b>Position Specific Credentials, Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement</li> <li>Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS)</li> <li>An obligation to have an annual vaccination(s) as per our vaccination policy</li> <li>Capacity and willingness to travel throughout Victoria and Tasmania as required</li> </ul> <p>Qualifications</p> <ul style="list-style-type: none"> <li>Relevant Tertiary qualifications in Social Work, Welfare, Community Services, Health/Allied Health or equivalent</li> <li>Current WWCC</li> <li>Valid Victorian Drivers Licence</li> <li>Satisfactory police records check (repeated every 3 years)</li> </ul> <p>Experience</p> <ul style="list-style-type: none"> <li>Experience working in the Aged Care sector</li> <li>Demonstrated team management experience</li> <li>Working with clients, families, advocates, and other stakeholders</li> <li>Developing and supporting small groups and activities</li> <li>Experience in writing support plans that actively reflect consumer choice and the wellness and reablement model</li> <li>Leading a team through change</li> </ul> <p>Core selection criteria</p> <ul style="list-style-type: none"> <li><b>Values alignment:</b> ability to demonstrate and authentically promote Uniting's</li> <li><b>Teamwork:</b> willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment</li> <li><b>Professionalism:</b> Executes day-to-day activities in a positive, friendly and enthusiastic manner</li> <li><b>Culturally Aware:</b> Values diversity as a strength and positively utilises diversity</li> </ul>	

	<ul style="list-style-type: none"><li>• <b>Consumer Focused:</b> Prioritises needs of consumers and seeks innovate and creative ways to provide consumer choice</li></ul>
--	---

## Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options, we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.

### Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

### Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.

We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.  
We celebrate and value the diversity of our communities, staff and volunteers.

### Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support and Trust** – underpinned by **our values of Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website [www.unitingagewell.org](http://www.unitingagewell.org)

### Position Purpose

The Centre Coordinator will lead a team of staff and volunteers to deliver high quality client services promoting the principles of wellness and reablement; and will help develop a program that is flexible and innovative. The Centre Coordinator will ensure day-to-day delivery of a program of suitable activities to maximise client participation, enhance well-being and independence and promote active and healthy ageing.



<b>All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.</b>
Strategic Priority 1: Our customers are at the heart of everything we do
Strategic Priority 2: We are an employer of choice
Strategic Priority 3: We are sustainable
Strategic Priority 4: We are proudly an expression of the Uniting Church
Strategic Priority 5: We are a learning organisation

**Key Responsibilities and Measures**

Key Responsibilities	Measures and Outcomes to be Achieved
<p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Manage the day to day operations of your team, ensuring all aspects of service delivery are undertaken</li> <li>• Identify opportunities for improvement and work with the leadership team to implement positive, innovative, and creative change; whilst encouraging this in others</li> <li>• Be proficient in undertaking client assessment and developing individualized support plans that reflect the principles of wellness and reablement and consumer choice</li> <li>• Ensure consumer and volunteer reviews are completed in a timely manner</li> <li>• Develop and maintain strong working relationships with consumers, carers, volunteers, staff, key stakeholders, and internal and external networks</li> <li>• Identify, mitigate and report risk through identified channels and processes, demonstrating an understanding of individual, program and organizational risk, as well as an appropriate sense of urgency in risk reporting</li> <li>• Understand and contribute to as required your program budget and adhere to Uniting's financial management processes, such as petty cash, invoicing, reimbursements, etc.</li> <li>• Demonstrate excellent time management skills</li> <li>• Leadership &amp; Teamwork</li> <li>• Deliver high quality customer service by leading and developing a team of staff and/or volunteers to provide a flexible model of service delivery, while meeting relevant performance and outcome indicators and achieving excellent consumer outcomes</li> <li>• Lead your team by example; being yourself a respectful, professional, constructive, and collaborative team member, who demonstrates flexibility to work across all areas as and when required</li> <li>• Have the capacity to communicate effectively, in a range of mediums and a variety of settings, working toward best outcomes for consumers</li> </ul>	

- Demonstrate an ability to work effectively in a changing environment while supporting change within the team
- Show initiative and demonstrate an innovative approach when responding to consumer choice and decision making
- Actively participate in Uniting's staff and volunteer management processes, such as supervision, coaching, constructive feedback, assistance with task prioritization, team meetings, performance reviews and professional development opportunities
- Promote a healthy workplace culture, including the development of productive working relationships and a positive work-life balance
- Attend relevant Uniting and/or local network meetings as required Communication
- Demonstrate highly developed verbal and written communication skills, with a strong attention to detail
- Actively listen and respond to consumers, families, carers, volunteers and your staff with respect and professionalism
- Demonstrate the capacity to provide a high standard of reporting to internal stakeholders and external government or other funding bodies as requested
- Maintain accurate and timely records in consumer/volunteer management systems
- Understand the importance of, and embed the principles of privacy and confidentiality People and teams
- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and

<p>enthusiastic work environment</p> <ul style="list-style-type: none"><li>• Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values Legal requirements &amp; risk management</li><li>• Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)</li><li>• Foster a culture where risks are identified and appropriately managed</li><li>• Report areas of serious risk to next level supervisor and work together to mitigate those risks Personal accountability</li><li>• Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.</li><li>• Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.</li><li>• Ensure appropriate use of resources.</li><li>• Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.</li><li>• Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.</li><li>• Identify opportunities to integrate and work collaboratively across teams.</li><li>• Take reasonable care for your own health and safety, and health and safety of others (to the extent required).</li><li>• Promote a positive safety culture by contributing to health and safety consultation and communication.</li><li>• Promptly respond to and report health and safety hazards, incidents and near misses to line management</li><li>• Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.</li></ul>	
---	--

<p><b>Customer Experience</b></p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<ul style="list-style-type: none"> <li>• Residents and clients are treated with respect and dignity</li> <li>• Clients and residents are receiving person – centred and goal directed care in accordance with care plans</li> <li>• Resident and client service satisfaction surveys within agreed targets</li> <li>• Issues/complaints are resolved in a timely manner and escalated for further action where required</li> </ul>
<p><b>Employee Experience</b></p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p><b>Believe we can make a difference everyday</b></p> <ul style="list-style-type: none"> <li>• Be committed to making a difference to the people we support and our community</li> </ul> <p><b>Excel by improving the way we work and partner with others to share &amp; gain wisdom</b></p> <ul style="list-style-type: none"> <li>• To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things</li> <li>• Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter</li> </ul> <p><b>Supporting our people and valuing their contribution, experience and differences</b></p> <ul style="list-style-type: none"> <li>• Support each other to adhere to the BEST way of life.</li> </ul> <p><b>Trusting in our relationships to build strong and collaborative partnerships</b></p> <ul style="list-style-type: none"> <li>• To create a workplace culture of trust.</li> </ul>	<ul style="list-style-type: none"> <li>• The BEST way of life is evident in the individual’s daily contribution in the work place.</li> <li>• Improvement in service delivery for residents and clients</li> <li>• Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices</li> <li>• Cohesive and supportive team cultures is embedded</li> <li>• A commitment to diversity and inclusion and living the UA values</li> <li>• Promote a culture of continuous learning</li> <li>• All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management</li> <li>• The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise</li> </ul>
<p><b>Health and Safety</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Present at work fit for the physical and mental demands of your role.</li> <li>• Take reasonable care for your own safety, the safety of your employees, colleagues and clients</li> <li>• To attend and support staff meetings and staff training programs</li> </ul>	<ul style="list-style-type: none"> <li>• To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations</li> <li>• Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe</li> <li>• Mandatory training completed within organisational determined timeframe and as directed by the site RSM</li> </ul>

<p><b>Quality, Compliance &amp; Risk Management</b></p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA’s framework, high quality care is defined as care that is ‘Responsive, Integrated, Safe and Effective’ (RISE)</p> <ul style="list-style-type: none"> <li>• To maintain an understanding of the Aged Care Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities</li> <li>• To identify and report high impact- high prevalence clinical risks, ensuring that customer choice is considered and they are informed and supported in choice and decisions.</li> <li>• To work within the Clinical Governance Framework, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with the Aged Care Quality Standards and legal obligations</li> <li>• To adhere to the policies and procedures of the organisation</li> <li>• To participate in audits/quality reviews as required or as directed</li> <li>• Care and services provided are designed and delivered to minimise risk</li> </ul>
---	--

**Other Duties & Requirements of the Position**

<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• Other reasonable duties as requested from time to time, completed effectively and within given time frames.</li> </ul>
<p><b>Requirements</b></p>	<ul style="list-style-type: none"> <li>• Capacity and willingness to work within the ethos of the Uniting Church in Australia</li> <li>• Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially</li> <li>• Professional Boundaries are to be adhered to at all times</li> <li>• Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation’s Objectives, Vision, and Values.</li> <li>• Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.</li> </ul>

**Employee Declaration**

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

  

\_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Document Control**

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C