

## THE JUNCTION NEIGHBOURHOOD CENTRE INC (JNC) JOB DESCRIPTION

### AGED SERVICES COORDINATOR

<b>Job title</b>	Aged Services Coordinator
<b>Program/team</b>	Aged Services
<b>Date</b>	March 2026
<b>Reporting and requirements</b>	<p><b>Reports to:</b> Manager Aged Services</p> <p><b>Direct Reports:</b> Social Support Workers and volunteers</p> <p><b>Member of:</b> Aged Coordination Team</p>
<b>Status</b>	Maximum term contract position to 30 June 2027
<b>Hours</b>	28 hours per week over 4 days
<b>Award and Level</b>	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 5. Attractive above award salary and conditions
<b>Location</b>	Based at Glebe and Maroubra. May be occasional work at Bondi Junction and in the community

### Purpose of Position

This role coordinates and supports the delivery of our Commonwealth Home Support Program (CHSP) services:

- Oversight of the quality of social support and respite services to ensure continuous improvement, innovation and development and to meet client needs and goals
- Team leadership and supervision of social support staff
- A strengths-based, person-centred approach in working directly with clients (and families or carers) to set individual goals and develop tailored social support and respite services to assist them to live at home safely
- Day to day coordination of service delivery including rostering and client liaison
- Undertake care planning to ensure services planned within Wellness and Reablement Framework and are person centred
- Work in collaboration with the Aged Care Team to attract and engage new clients

## Responsibilities and key activities

In accordance with JNC policies and procedures and program processes and systems:

Responsibility	Key Activities
<b>Client Service</b>	<ul style="list-style-type: none"> <li>• Identify potential clients by undertaking client onboarding requirements including the use of web-based portals and following up on referrals received.</li> <li>• Respond to enquiries from current and prospective clients and their families or carers in a timely manner</li> <li>• Liaise with relevant service providers to ensure effective provision of integrated services to clients</li> <li>• Maintain networks within the community services sector to enable appropriate referrals as needed</li> <li>• Day to day coordination of service delivery including allocating support workers, rostering client services. Taking client and family member/carer calls and communication client needs and issues with support workers</li> <li>• Coordinate the friendly phone support service</li> <li>• Maintain client and service numbers to meet contracted outputs</li> </ul>
<b>Care Planning &amp; Case Management</b>	<ul style="list-style-type: none"> <li>• Develop and implement a systematic approach to assessments, development of care plans, service agreements, care-plan reviews and monitoring</li> <li>• Develop flexible person-centred care plans in collaboration with clients, fostering choice and encouraging independence, and planning to embed wellness and reablement in the care plan</li> <li>• Communicate care plans with field staff</li> <li>• Visit clients in their homes to undertake risk assessments, care planning and reviews</li> <li>• Respond to service-related questions or issues with field staff</li> <li>• Follow up on incidents in service delivery and client or carer complaints or issues</li> <li>• Monitor planned services, supports and resources against client-identified goals to ensure expectations are met</li> <li>• Document care plans and case coordination notes</li> </ul>
<b>People Management and Teamwork</b>	<ul style="list-style-type: none"> <li>• Develop, maintain and review rosters of field staff</li> <li>• Report to and provide service updates and data to Aged Service Manager and team members on client issues</li> <li>• Provide active supervision, support and training to field staff and other direct reports and ensure plans are in place for staff development, debriefing and supervision</li> <li>• Ensure regular communication with all team members and with Aged Services Manager</li> <li>• Undertake Performance Matters and related development plans for direct reports and ensure regular Performance Matters sessions are held with team members, reviewing any issues arising from these</li> <li>• Provide active support for service volunteers</li> <li>• From time-to-time attend client visits to support field staff</li> </ul>

Responsibility	Key Activities
<b>Record Keeping &amp; Reporting</b>	<ul style="list-style-type: none"> <li>• Participate actively in supervision, support, debriefing and training</li> <li>• Update the client database with care plans, service agreements, updates and case management notes</li> <li>• Track the progress of our programs against contracted outputs and targets</li> <li>• Ensure that data is available for the timely completion of internal and external report</li> <li>• Complete weekly financial tracking sheets</li> </ul>
<b>Active Participation in the Organisation WHS</b>	<ul style="list-style-type: none"> <li>• Monitor compliance by field staff with health, safety and welfare requirements</li> <li>• Review and develop robust procedures and safe work instructions (SWI) for our programs</li> <li>• Provide and maintain safe places of work, equipment and systems of work under WHS legislation</li> <li>• Take reasonable care of the health and safety of self and others and co-operate with the Board and Leadership Team to enable WH&amp;S procedures to be followed correctly and reported within set timeframes</li> <li>• Liaise with other JNC team members to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation</li> </ul>
<b>Networking, External Communications and Partnerships</b>	<ul style="list-style-type: none"> <li>• Participate in the planning and implementation of promotion and external communications</li> <li>• Ensure knowledge regarding program changes and industry reforms is current and relayed to team via team meetings and email bulletins</li> <li>• Participate in strategies to engage with the community and build an understanding of community aspirations</li> <li>• Participate in organization of community events that promote ideals of co-operation, diversity, social inclusion and participation</li> </ul>
<b>Participate in development of a positive, collaborative and respectful culture</b>	<ul style="list-style-type: none"> <li>• Actively participate in building a positive work culture</li> <li>• Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders</li> </ul>
<b>Active Participation in the Organisation</b>	<ul style="list-style-type: none"> <li>• Comply with The JNC's standard procedures and policies</li> <li>• Contribute to the development, review and implementation of policies and procedures</li> <li>• Take reasonable care of the health and safety of self and others and co-operate with the Management Team in its efforts to comply with WHS requirements.</li> <li>• Liaise with Aged team members to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation.</li> <li>• Actively participate in professional development and training and in JNC wide staff meetings and staff development activities</li> </ul>

## Performance measures

- Quality of client care plans
- Timely and accurate adherence to processes for onboarding new clients and service delivery to ensure quality and safety in service delivery
- Retention of clients, volunteers and field staff
- Service outputs and outcomes in context of meeting funding contracts
- Currency and accuracy of records
- Feedback from clients, families and carers
- Demonstrated personal commitment to and roles modelling to team members and volunteers of JNC Values, Core Principles, policies and procedures.
- Ability to work as part of a team of workers and volunteers committed to responsive, flexible and professional services

## Selection Criteria

### Essential Criteria

1. Commitment to the values of JNC
2. Relevant qualifications in social work, aged care or social services and/ or at least 2 years' experience in community aged care
3. Knowledge of community aged care and health service systems, intake and assessment, case management and coordination
4. Knowledge and understanding of Aged Care reforms
5. Demonstrated abilities to design and prepare care plans and implement consumer-directed services across a diverse client base of older people (including CALD, LGBTIQ++ and First Nations clients)
6. Well-developed communication and interpersonal skills with a compassionate approach to working with older clients
7. Understanding of wellness approaches in planning and delivering services for older people
8. Awareness and sensitivity of cultural diversity in service delivery
9. Experience in supervising and supporting staff
10. Competent IT skills, including experience in using a CRM
11. Highly developed organizational and time management skills
12. Current Drivers Licence Class C
13. Access to a reliable car with full comprehensive insurance

### Desirable

1. Experience in similar care coordination or case management role
2. Relevant tertiary qualifications
3. Ability to speak a community language

Applicants must be willing to have a Police Check, to obtain a First Aid/CPR certificate, and have a current Working with Children Check.

## About the JNC

### *Creating local connections*

#### **Our Statement of Purpose**

We provide informed and personalised support to people experiencing social isolation, vulnerability and/or disadvantage. We listen to our local communities and work to enhance well-being and create local connections.

#### **Our Vision**

To be recognised as a leading provider of services to prevent social isolation and loneliness and create community connections. We are a local organisation with a diverse and trusted workforce that effectively supports people who are experiencing vulnerability and/or disadvantage.

#### **Our values and Practices**

Values	Practices
Accountability & Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take a holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity

## What we do

The Junction Neighbourhood Centre (JNC) provides a diverse range of local community services and programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not-for-profit organisation operating for 50 years, the focus of our work is strengthening local communities and creating connections. We have community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We have engagement and capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated and we work directly to support and resource vulnerable families with children under 13 years. We provide specialised casework, safety planning and support for women and children who have experienced domestic and family violence. We also provide social support services for older people and their carers, addressing social isolation.

More details about our programs and services can be found at [www.jnc.org.au](http://www.jnc.org.au)

## How we work together - Core Principles for the JNC staff team

Principle	Key behaviors
<b>Professionalism and accountability</b>	<ul style="list-style-type: none"> <li>▪ We deliver quality client services and provide exceptional customer service.</li> <li>▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner.</li> <li>▪ We take responsibility for our own actions and behaviors.</li> <li>▪ We all comply with JNC's policies and procedures.</li> </ul>
<b>Learning and growth</b>	<ul style="list-style-type: none"> <li>▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities.</li> <li>▪ We take initiative in keeping our professional skills and knowledge up to date.</li> <li>▪ We continually improve through innovation and creativity.</li> <li>▪ We are proactive in our work and learn from our experiences.</li> <li>▪ We each contribute to organisational sustainability.</li> </ul>
<b>Working together as one team</b>	<ul style="list-style-type: none"> <li>▪ We build trust with a focus on integrity.</li> <li>▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome.</li> <li>▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements.</li> <li>▪ We share information, knowledge and skills across the organization.</li> <li>▪ We actively demonstrate our commitment to common team goals.</li> <li>▪ We participate equally and cooperatively in partnerships.</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>▪ We enable a positive, inclusive and fair workplace.</li> <li>▪ We are mindful of, and value, the diversity of our staff, clients and communities.</li> <li>▪ We treat each other and our clients with dignity at all times.</li> </ul>
<b>Cultural inclusiveness</b>	<ul style="list-style-type: none"> <li>▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs.</li> <li>▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued.</li> <li>▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.</li> </ul>

## Working at the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Glebe and Bondi Junction, or, subject to meeting WHS requirements, may work at times from their own home
- Employment is subject to a satisfactory Police Check and a Working with Children clearance

- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS
- Salary packaging is available for all permanent and fixed term contract positions
- Other above award conditions including special leave over Christmas New Year period, above award pay rates and access to Study Leave.