

Position Description

Service Coordinator (Psychological Services)

Reports to:	Director Business Development
Directorate/Department:	Business Development
Number of direct reports:	As per Organisational Structure
Employment Type:	0.5 FTE Part-Time Fixed Term Contract (18 months)
Salary/Award Classification:	Level 5 – Social, Community, Home Care and Disability Services Industry Award 2010 Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



Position Purpose

The Service Coordinator is responsible for establishing a client service base, timely scheduling, monitoring and reporting of the psychological services to Residential Aged Care Facilities (RACFs) in the Adelaide Hills project; delivered in partnership with Community Options Australia.

The role will coordinate and report around services to RACFs, driving engagement and identifying referrals to the program whilst developing enduring relationships with stakeholders (both internal and external).

With a strong ability to work autonomously, the Service Coordinator will provide visible leadership to both internal and external stakeholders.

Principal Duties

- Drive referrals through establishing and maintaining strong relationships with referring partners
- Coordinate new client referrals and the administration of supports
- Manage the scheduling of psychological services for the service region

- Work collaboratively with clinical staff and other stakeholders to ensure efficiency of the program within funding resources
- Ensure high quality services that provide an environment of timely support to clients
- Prepare reports and records on program activities, progress, status or other special reports for management or outside agencies
- Identify and manage risks including recommending possible mitigation strategies that may impact project performance
- Ensure the respective reputation of both the program partners is maintained
- Uphold client focus through service delivery
- Participate in cross-agency meetings and provide timely feedback
- Contribute to process improvement practices within program, providing additional opportunities, resources and solutions
- Establish effective working relationships with all key stakeholders
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 5)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values.

Leadership & teamwork

- Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information.

Communication

- Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally.

Client and carer relations

- Works with customers to explore a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/ communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.

Personal accountability

- Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.

Innovation

- Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments. Recommends changes to procedures and standards that impact beyond own team.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Diploma of Business or relevant related qualification
- Equivalent working experience in Aged Care, Community Services or Health Services setting
- Experience in previous project coordination, customer relations and/or sales type roles (*desirable*)

Skills & Delivered Performance

- Demonstrated ability to develop effective plans, organise and manage tasks and achieve targets and outcomes within timeframes
- Sound interpersonal skills, with a proven ability to convey complex information clearly and concisely to a range of stakeholders using both verbal and written communication skills
- Good communication and relationship skills
- Strong computer literacy with solid experience using MS Office (Word, Excel, Outlook, PowerPoint)
- Ability to analyse, exercise sound judgement, and problem solve as required to meet project objectives and outcomes
- Ability to maintain diplomacy and discretion in dealing with confidential, sensitive and private information.
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS General Employment Probity Check
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Director Business Development			
Name:			
Signature:		Date:	