

## Position: Aged Services Support Coordinator

---

**Responsible to:** Aged & Disability Service Manager

**Responsible for:** Provides a range of administration and support services to meet the needs of the Aged & Disability Program

**Description of hours:** 30 hours per week

### *Purpose of the position*

The role is responsible for providing high quality day-to-day support to improve delivery, access and integration across the Aged & Disability Service. The role will assist with administration and coordination of activities for a diverse range of individual and group programs for older people.

The core responsibility of the role is the provision of effective, efficient and professional support to the Aged & Disability Team, to ensure the provision of quality care and consumer directed support is aligned to personal goals and service delivery objectives. You will be able to build strong, positive relationships with our clients and have exceptional interpersonal and communication skills particularly when engaging with clients from CALD backgrounds.

To be effective, the Program Coordinator will work collaboratively with all staff particularly the Aged & Disability Service Manager and Team Leaders, and be a highly flexible and multitasking individual with strong ability to prioritise time-sensitive tasks.

### *Mandatory Qualifications*

- Cert 3 in Business Administration, Individual Support or equivalent

### *Essential Criteria*

- Experience in Aged Services or similar field
- Demonstrated experience in an administrative position in Aged/Disability related environments
- Strong knowledge, understanding and engagement skills working with diverse communities
- Strong information technology and information management skills, with experience in the use of Outlook, Word, Excel and PowerPoint
- Experience with client management system
- Meticulous data entry and record keeping skills
- Attention to detail and accuracy
- Highly developed communication skills, written, verbal and interpersonal.
- Ability to work autonomously and as part of a team

### *Highly Desirable*

- Ability to speak a second language

### **Objectives:**

- Commitment to high standards of a person-centred approach to service provision, social inclusion and assessment and planning principals
- Provide prompt, professional and respectful administration services to clients, volunteers, staff, managers and all external organisations.
- Promptly attend to duties and requests according to the quality standards set within the organisation
- Ensure clients and staff are the primary focus of the administration service and are provided with accurate information, adequate time and quality assistance
- Support and resource agreed activities, programs and events
- Data collection, surveys and reporting against specifications
- Develop programs which build the capacity of RCC and the local community to work together
- Compliance in relation to funding specifications and accountability
- Commitment to continuous improvement and ensure compliance with WHS requirements in your areas of responsibility.
- Participate in the planning, resourcing and conduct of Aged and Disability Service and Community Event

### **GENERAL MANAGEMENT:**

- Monitor and report to the Manager Aged and Disability Services, issues in relation to your areas of responsibility
- Decision-making, reporting and other responsibilities within agreed delegations.
- Ensure good communication with staff, clients and stakeholders.
- Regular communication and reporting to the Manager Aged and Disability Services
- Engage with the Aged and Disability team and other staff to create and contribute to a harmonious and effective workplace.

### **HR/PEOPLE MANAGEMENT**

- Support operations and communication between Team Leaders, My Aged Care Assessment Teams, NDIS and other key stakeholders
- Work collaboratively as a team member
- Ensure compliance with WHS regulations and safe work practices of Riverwood Community Centre
- Interact with all business streams across the Centre

### **SPECIFIC RESPONSIBILITIES**

- Assist the team leaders to develop, coordinate and implement individual services and group programs
- Ensure services are delivered in an accountable, professional manner in accordance with consumer's care plan, relevant guidelines and duty of care requirements

- Assist the Team Leader to conduct client assessments, reviews and provide direct client support as required
- Assist the Team Leaders managing staff rostering system
- Developing and maintaining effective relationships with clients and team members through clear communication
- Monitor and maintain My Aged Care and NDIS Portal
- Collecting relevant data in order to generate reports and measure deliverables using data management systems,
- Manage client management system and support staff in the use
- Assist the Service Manager to identify, establish, improve and maintain administrative processes
- Contribute to the integrity of all internal information systems, by maintaining data through timely updates and revision of information where required
- Providing timely, high quality reports as required
- Monitor and maintain accurate records of petty cash, expenditure, completing reconciliation and request for reimbursements generating invoices and NDIS claiming as required
- Develop promotional material

**PROFESSIONAL DEVELOPMENT**

- Participate in regular supervision and development of KPIs with Manager Aged and Disability Services
- Participate in staff appraisal process in order to meet professional development goals
- Participate in professional development and training where appropriate.

**CODE OF CONDUCT AND SAFE WORK PRACTICE**

- Agree to observe and adhere to the RCC Code of Conduct, and to safe work practices

**NOTE**

- This list is not exhaustive; the Program Coordinator may be asked to undertake other responsibilities that are in line with the position description and the strategic direction of the RCC.

**BACKGROUND CHECKS**

- Police Criminal History Check – Yes

**ACCEPTANCE AND AGREEMENT**

I have read and agree to abide to my job description.

I understand that any breach of this agreement may result in disciplinary action.

Employee Signature: ..... Date: ...../...../.....



**Aged Services Support Coordinator**

Manager's Signature: ..... Date: ...../...../.....

Performance Review Period: ..... Next review Date: ...../...../.....