

## Spinal Cord Injuries Australia - Job Description

<b>Job Title:</b>	<b>Community Services Co-ordinator</b>
<b>Job Family &amp; Level:</b>	Admin & Finance Level 5
<b>Section:</b>	Service Delivery
<b>Department:</b>	Accommodation and Residential Services
<b>Authorities/Delegations:</b>	Nil
<b>Location:</b>	Little Bay
<b>Reports to:</b>	General Manager – Service Delivery
<b>Direct Reports:</b>	Registered Nurses Personal Carers
<b>Hours:</b>	Full Time
<b>Salary Package:</b>	TBA
<b>Date updated:</b>	March 2010

### Job Summary:

Spinal Cord Injuries Australia (SCIA) is committed to ensuring ongoing independence for people with a spinal cord injury living within the community. To further this goal we have developed a number of accommodation options in community settings of metropolitan and regional locations in NSW. Housing models are in line with current community expectations and as de-institutionalised as possible. Care models range from models in which residents arrange their own care, through to drop-in support to augment existing personal care and the provision of 24 hour care.

The primary role of the Community Services Co-ordinator is to:

- to co-ordinate the operations of existing and future SCIA accommodation facilities
- to co-ordinate the operations of care services funded through SCIA within its properties
- to co-ordinate the daily operations of SCIA's Emergency Service in the Eastern Suburbs of Sydney
- liaise with appropriate services ensuring the coordination of service delivery to all consumers within the residential services environment.
- Work with the management team to develop new and innovative service models and accommodation facilities

### Competencies, Knowledge and Qualifications Required

#### Core Competencies

<b>Mission, Vision, Values</b>	<ul style="list-style-type: none"> <li>▼ Has a comprehensive understanding of the SCIA Mission, Vision and Values.</li> </ul>
<b>Healthy &amp; Safe Work Environment</b>	<ul style="list-style-type: none"> <li>▼ Knows the requirements for safe and healthy working, adheres to them, and ensures staff know the requirements and adhere to them.</li> <li>▼ Understands and applies the duty of care to others.</li> </ul>

<b>Organisation, Legislative &amp; Disability Sector Context, Policy</b>	<ul style="list-style-type: none"> <li>▼ A comprehensive knowledge of the role of the work area, and a general knowledge of the structure of SCIA.</li> <li>▼ Knows - relevant authority levels and delegations; decision making processes of the team work area; major external contexts, especially the community environment and its impact on SCIA.</li> <li>▼ Maintains confidentiality.</li> </ul>
<b>Leadership/ Teamwork/ Stewardship</b>	<ul style="list-style-type: none"> <li>▼ Leads a team, training and appraising staff.</li> <li>▼ Schedule the work of the team, and contributes to department planning and budgeting.</li> <li>▼ Works well with other teams.</li> <li>▼ A working knowledge of customer requirements.</li> <li>▼ Understands the need to appropriately use resources.</li> <li>▼ Effective listening skills.</li> </ul>
<b>Relationships/ Partnerships Management/ Communications</b>	<ul style="list-style-type: none"> <li>▼ Develops and maintains necessary internal and external relationships.</li> <li>▼ Developed listening skills and seeks, provides and/or shares information appropriately and respectfully; developing influencing skills.</li> <li>▼ Maintains a network of contacts to ensure output requirements can be met.</li> <li>▼ Basic internal and external negotiation techniques to ensure processes and protocols are followed and work is appropriately handled.</li> <li>▼ Sound written and oral skills.</li> <li>▼ Writes complete reports.</li> </ul>
<b>Member Engagement</b>	<ul style="list-style-type: none"> <li>▼ Ensures SCIA's image and reputation is maintained.</li> <li>▼ Ensures staff engage members as required.</li> <li>▼ Builds a network of people as required.</li> <li>▼ Participates in community information sessions in relation to SCIA's activities.</li> </ul>
<b>Client Service</b>	<ul style="list-style-type: none"> <li>▼ Understands service delivery requirements sufficiently to meet the contractual requirements.</li> <li>▼ Supports business development.</li> </ul>
<b>Quality &amp; Continuous Improvement, Problem Solving</b>	<ul style="list-style-type: none"> <li>▼ Resolves most problems in the area, and implements solutions.</li> <li>▼ Learns to communicate answers appropriately.</li> <li>▼ Refers unusual problems.</li> <li>▼ A methodical approach to problem solving.</li> <li>▼ Understands quality principles, and applies organisational improvement methods.</li> <li>▼ Understands the need for continuous improvement and seeks opportunities to improve the team operations.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▼ Typically tertiary qualifications and considerable operational experience.</li> <li>▼ Understands the need for learning of self and team; undertakes regular development to maintain and build skills.</li> </ul>

## Functional Competencies

<b>Care Service Delivery</b>	<ul style="list-style-type: none"> <li>▼ Develops and implements more complex registered client service and care plans.</li> <li>▼ Provides specialist disability advice and support.</li> <li>▼ May develop, deliver and evaluate nursing education and training in care techniques.</li> <li>▼ Consults with staff and external bodies and professionals on registered client care issues.</li> <li>▼ Engages in therapeutic interactions and facilitates access to health care.</li> </ul>
<b>Documentation &amp; Reporting</b>	<ul style="list-style-type: none"> <li>▼ Maintains all relevant documentation for registered clients, and provides required reports.</li> <li>▼ Uses reports and documentation to guide care.</li> </ul>
<b>Specific Qualifications and Registrations</b>	<ul style="list-style-type: none"> <li>▼ Registered Nurse. 3 year degree or equivalent &amp; more than 4 years experience in clinical area of post basic qualification.</li> <li>▼ Actively engages in reflective practice &amp; professional development.</li> </ul>
<b>Member Support/ Administration/ Reception</b>	<ul style="list-style-type: none"> <li>▼ Intermediate user of Word and Excel.</li> <li>▼ Prepares standard documentation and reports.</li> <li>▼ Carries out wide range of administrative tasks</li> </ul>
<b>Records</b>	<ul style="list-style-type: none"> <li>▼ Develops complex filing and classification systems.</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>▼ Ability to recruit and manage staff</li> </ul>
<b>Fundraising</b>	<ul style="list-style-type: none"> <li>▼ Comprehensive understanding of fundraising principles</li> <li>▼ Prepares and writes fundraising submissions</li> <li>▼ Identifies new fundraising opportunities</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>▼ Implements new systems. Writes the relevant operating procedures.</li> </ul>

## Duties and Responsibilities

1. Ensure that accommodation and care services operate in a manner that meets the strategic goals of the organisation
2. Co-ordinate relationships and contracts with service providers
3. Work with Management to prepare and develop strategic plans and operating budgets for related services.
4. Consult with residents and staff to maximise the achievement of the individual's goals and quality of life
5. Provide advice to the Management team on expansion and development of appropriate services.
6. Co-ordinate the financial / administrative functions of the department to ensure that all residential services operate on a cost effective basis within budget

parameters and are consistent with SCI Australia policies and government funding guidelines.

7. Assist with submissions to government and non-government funding bodies to maintain the viability of SCI Australia managed accommodation.
8. To ensure the Service meets the Disability Service Standards and relevant funding guidelines.
9. To provide regular reports to the General Manager – Service Delivery regarding service activities and other reports as may be required from time to time.
10. Other duties as instructed by the General Manager – Service Delivery.

## **Selection Criteria**

### **Essential**

- Awareness of funding contractual agreements and requirements
- Experience in service provision to people with a physical disability or community support.
- Understanding of community networks and the support structures available
- Experience in redesign and implementation of service
- Skilled and professional leader who is a highly energetic, achievement oriented person with exceptional leadership, communication, people and co-ordination skills
- Proven ability to relate to key stakeholders including the organisation's members, government and private sector funding organisations, other service providers and partners.
- Demonstrated ability in leading and co-ordinating teams of professionals in an organisation which has a strong sense of its vision and purpose, strives for excellence in delivering quality service and products, prides itself in its work and achievements, and encourages and rewards staff for their commitment.
- Current Driver's Licence

### **Desired**

- Experience in the Community Sector would be highly regarded, though not essential.
- Qualifications in Health, Occupational Therapy, Community Management, Behavioural Sciences or similar would be highly regarded, though not essential.

Employee Name:	
Employee Signature:	
Manager's Name:	
Manager's Signature:	