

POSITION DESCRIPTION

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|----------------------------|---|--------------------------|---|
| Position Title | Coordinator - Saturday Respite NRCP Program | | |
| Team | Service Access | | |
| Classification | SCHADS Level 4 | Employment Status | Part-time (22.8 Hours/week), Including Saturdays. |
| Position reports to | Team Leader-Service Access | | |
| Location | Dandenong | | |
| Last revised on | Nov 2017 | | |

Background of organisation

The Southern Migrant and Refugee Centre (SMRC), is a not for profit organisation. SMRC was established in 1993 and is governed by an elected Board of Directors. The SMRC provides a range of community based services for migrants and refugees in the Southern Region of Melbourne. Staff teams consist of Service Access, Active Wellbeing, Community Strengthening, Diverse Care and Corporate Services.

The SMRC staff members work closely with migrant and refugee communities, leaders, service networks and organisations, local government and business. It is the responsibility of all staff to represent the organisation as a professional and client focused organisation and promote its range of services and programs.

The Saturday Respite Program is a new initiative and is funded by the National Respite for Carers program and conducted in partnership with Uniting Aged Care – Trewint – in Noble Park. The Saturday Respite Program has been developed to encourage carers of CALD older people to access respite.

This role is responsible for the effective coordination and delivery of the Saturday Respite program to the carers of CALD older people. This role will also promote the program to service providers and potential service users.

Role Purpose

Key Responsibilities

Program Development

- Plan, coordinate and ensure the delivery of Saturday Respite Program in consultation with Team Leader and team members.
- Support the engagement of brokerage support services and volunteer support as required.
- Conduct assessment and care planning for all carers
- Maintain and update records of individual carers/clients and statistical records as required and meet the funding body's reporting requirements
- Promote the NRCP Program to service providers and potential service users.

- Coordinate the program within the budget allocation.
- Coordinate the provision of transport where required.
- Liaise and participate in planning with the Coordinator of Saturday PAG for the care recipients.
- Provide the Team leader with regular reports on the programs and clients
- Participate in internal and external meetings, staff development programs, ongoing review and evaluation of the NRCP program as necessary.

General duties and responsibilities

- Respond to hazard identification and incident reporting promptly, and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the Team Leader, and commensurate with the scope and classification of the position.

D. Person Specification

Qualifications

- Tertiary qualifications and experience in allied health, aged care or community development
- Working with children check
- Full Drivers Licence

Key Knowledge Areas

- Knowledge of aged care and settlement sector
- Knowledge of working in a not for profit organisation
- Understanding of working in a multicultural workplace

E. Key Selection Criteria

Essential Capabilities for all coordinators

Professionalism

- Time Management - Manages time and uses tools effectively to assist with planning and organising
- Taking responsibility - Takes responsibility for work outcomes and assists others to understand role and responsibilities

Communication

- Interpersonal Skills - Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.

Leadership and team work

- Team dynamics - Offers constructive feedback and provides balanced and informed perspectives at team meetings

Change and responsiveness

- Change Management - Supports change management and assists others to adapt and adjust to change

- Learning and development - Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs

Program Management

- Contract management - Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations

Governance and compliance

- Risk Management – Contributes to identification and control of risks and hazards and takes advantages of emerging opportunities

Special capabilities

Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes
- Knowledge of community- Maintains basic awareness of current community issues and knowledge of relevant organisations

Service Delivery

- Client outcomes – Supports clients/members to achieve their goals or aspirations through provision of quality service
- Knowledge of client/member issues - Maintains awareness of client/member needs

F. Personal attributes for this position

- **Culturally aware-** Respects difference in all forms. Values diversity as a strength and positively utilises diversity.
- **Creative and innovative** - Is open to change and alternatives. Generates options and ideas
- **Collaborative** - Engenders a spirit of teamwork
- **Resilient** - Learns from experience and identifies areas for self-development
- **Client/member focused** - Aims for best outcomes for clients and members. Is outcome focused

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.

- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- SMRC Values & Behaviours- **Diversity** **Respect** **Empowerment** **Participation** **Resilience**

I. Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contracts can access this very generous provision of \$15,899 tax free salary sacrifice.

Christmas break: SMRC offers all staff time off between Christmas and New Year's day, 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development relate to their field of work.

All appointments to the SMRC are subject to the following checks

- Reference checks
- Criminal record check
- Some position may be subject to a Working with Children Check

Please visit the SMRC website on www.smrc.org.au for further information or contact Aman Bindra HR Advisor on phone : 9767 1900

J. Employee Signature

I have read, understood and accept the above position description

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date