

## POSITION DESCRIPTION

<b>Position Title</b>	Care Coordinator		
<b>Team</b>	Diverse Care		
<b>Classification</b>	SCHADS Level 4	<b>Employment Status</b>	F/T
<b>Background of organisation</b>			
<ul style="list-style-type: none"> <li>○ Southern Migrant &amp; Refugee centre (SMRC) was established in 1993 (as South Eastern Region Migrant Resource Centre) and is governed by an elected Board of Directors. SMRC provides a range of community based services for migrants and refugees in the southern and south-eastern regions of Melbourne, including the municipalities of Greater Dandenong, Casey, Cardinia, Kingston, Monash, Bayside, Glen Eira, Knox and Frankston. Staff teams consist of Settlement, Aged Care, Diverse Care and Administration. SMRC staff work closely with migrant and refugee communities, leaders, service networks and organisations, local government and business.</li> </ul>			
<b>Role Purpose</b>			
<ul style="list-style-type: none"> <li>○ Co-ordinate personal care and home care services with Aged Care and Disability providers in the southern and eastern regions, ensuring contractual compliance with service providers.</li> </ul>			
<b>Key Responsibilities</b>			
<ul style="list-style-type: none"> <li>○ Support and monitor bilingual care workers</li> <li>○ Prepare rosters and monitor job requests for the pool of casual workers</li> <li>○ Liaise with Aged Care providers as directed by the Manager</li> <li>○ Participate in relevant meetings, ongoing review and evaluation as necessary</li> <li>○ Participate in On-Call roster</li> <li>○ Conduct in other duties as directed</li> </ul>			
<b>Qualifications and Experience</b>			
<ul style="list-style-type: none"> <li>○ Minimum of Cert 3 or 4 in Aged Care or Disability</li> <li>○ Experience in community Aged Care services desirable</li> <li>○ Experience working with people from culturally and linguistically diverse communities desirable</li> </ul>			
<b>Salary and conditions</b>			
<ul style="list-style-type: none"> <li>○ Salary depends on qualifications and experience, paid according to terms and conditions consistent with Social, Community, Home Care and Disability Industry Services (SCHADS) award 2010, and with SMRC Policies and Procedures.</li> <li>○ Salary packaging is available.</li> <li>○ Employee Assistance Program (Lifeworks).</li> <li>○ Up to 3 days paid leave during end of the year break depending on the working days.</li> <li>○ Time-off-in-lieu of payment will apply for work performed in addition to ordinary hours.</li> <li>○ Travel allowance will apply for use of private vehicle</li> </ul>			
<b>Key Selection Criteria</b>			
<ul style="list-style-type: none"> <li>○ Excellent written and verbal communication skills.</li> <li>○ High level of interpersonal and negotiation skills.</li> </ul>			

- Excellent time management skills.
- Awareness of cultural and language factors in working with bilingual care workers.
- Understanding of issues facing older people from CALD backgrounds.
- Excellent computer literacy and client data management software skills.

### **Important Information**

Employees from SMRC are required to demonstrate commitment to:

- SMRC Values & Behaviours- **Diversity Respect Empowerment Participation Resilience**
- SMRC Code Of Conduct
- Health and Safety Environment
- SMRC Policies and Procedures

All appointments to the SMRC are subject to the following checks

- Reference checks
- Criminal record check
- Working with Children Check

Please visit the SMRC website [www.smrc.org.au](http://www.smrc.org.au) for further information