

POSITION DESCRIPTION

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1 - POSITION DETAILS

Position Title	Wellness and Social Support Coordinator
Position Number	PH-WSSC00001- Wellness and Social Support Coordinator
Enterprise Agreement / Award	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2018-2022
Employment Status	Full Time
Classification Level / Grade	Grade 4
Service Area	Primary Health
Team	Social Support Groups
Location	Mentone (travel across CBCHS sites will be required)
Line Manager	Manager Integrated Care
Supervises	SSG Staff and Volunteers

2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information www.cbchs.org.au

3 - POSITION PURPOSE

The Wellness and Social Support Coordinator is responsible for the efficient and effective management of the day to day operations of Social Support Groups at CBCHS, in consultation with the Manager Integrated Care. This program provides service to both Aged care and NDIS clients and includes managing staff, sites, compliance and quality obligations and ensuring evidence based quality programs are being implemented.

The incumbent will play a key role in leading the team through program and service development changes ensuring programs are contemporary and meet community needs. Additionally, the role will work with Senior Primary Health staff to ensure service pathways are integrated into broader health and social activities across the Integrated care stream and CBCHS.



4 – KEY RESPONSIBILITIES

Program Management

- Provides leadership and day to day management of the Social Support Group team; in areas relating to staffing, clients and venues;
- Work with social support staff and other clinical disciplines to identify, develop and implement engaging community and centre based programs for people with a broad range of social needs, health issues and cognitive decline. This includes group programs and interventions across Integrated Care service stream to prevent or manage sub-acute or chronic disease or injury, and assist in restoring optimal physical function, health and wellness;
- Ensure all activities and outings are appropriate for groups, are safe, approved and meet Program Planning, the Community Access Plan and as required NDIS requirements. Measure and prepare reports as appropriate as evidence of this;
- Provides timely expert advice and develops open and effective communication strategies on all matters related to staff and clients;
- Provides effective leadership, oversight and contribution to strategic planning for the Social Support service;
- Provides sound judgement and authoritative advice on risks, priorities and practice matters. This includes effective representation and participation in integrated health team meetings and clinical meetings as requested;
- Work collaboratively with ACO to in relation to NDIS matters including share clients and client opportunities. This includes monitoring the SSG / ACO catering program to ensure it is safe, effective, healthy and within budget;
- Ensure SSG staff operates safe and effective financial systems and maintains a balanced budget, in particular managing staff replacement and program funds;
- Actively engage academic institutions to offer training and development opportunity for students in the specialist area;
- Manage the SSG fleet of vehicles by following CBCHS policies and procedures;
- Manage the infrastructure at SSG sites in consultation with CBCHS facilities and maintenance staff / contractors.

Quality and Compliance

- Manage the Quality Accreditation Process including any identified improvement plans and SSG quality initiatives. This includes ensuring CBCHS complies with relevant legislation and guidelines for aged and disability services;
- Participate in the development and maintenance of policies and procedures in areas of responsibility;
- Play a lead role in ensuring privacy and confidentiality, in accordance with CBCHS policy. Ensure that staff are educated in and maintaining the requirements of this policy;
- Ensure that site facilities are safe and compliant by maintaining an orderly, clean, safe and hygienic environment at all times. Ensure occupational health and safety requirements are followed and site facilities are of the standard required with maintenance requirements reported and followed up for completions;
- Maintain documentation and records pertaining to the operation of the Service in accordance with relevant Acts and/or regulations;
- Enter any SSG incidents into VHIMS central and monitor the progress of the incident until it is closed;



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- Play a lead role in continuous quality improvement activities that include accreditation processes, risk management, complaints management, incident reporting and health and safety;
- Assist and participate in development and implementation of quality initiatives of Primary Health.

Staff Management

- Manage and mentor staff to ensure service delivery and support professional growth and skill development. This includes building and developing the knowledge and skill of staff to ensure that clients receive service which reflects up to date, evidence-based practice;
- Ensure organisational information flow via regular team meetings, and electronic communication;
- Review and report to the manager on staff vacancies and training needs;
- Lead the recruitment and orientation / probation process of staff in accordance with the policy and procedures established by CBCHS;
- Ensure appropriate staffing for programs and authorise timesheets for all SSG staff;
- Conduct formal performance appraisals for staff and provide regular feedback to staff on performance. In consultation with Manager, Integrated Care and HR manage Employee Relations / Performance issues as required;
- Oversee the replacement of staff (sickness, LWOP, training backfill) process and budget;
- Monitor leave management and service closure to ensure service delivery;
- Implement return to work plans in consultation with the Manager, Integrated Care.

Volunteer Management

- Identify and actively manage volunteering priorities within SSG in consultation with the Volunteer Coordinator;
- Manage volunteer activity including the recruitment, orientation and rostering;
- Assist with the planning of volunteer events as required;
- Ensure that client and volunteer information is up to date within CBCHS information management systems and ensure staff are trained in their use.

Data Collection and Reporting

- Ensure funding targets are achieved and provide timely statistical data to management, Department of Health, Alfred Health Carer Services and MECWA, as contracted;
- Report on NDIS clients as per funding requirements;
- Contribute to the effective functioning of the service by ensuring that accurate and appropriate documentation of client information, statistics and educational material is maintained. This includes maintaining relevant databases including Trakcare.

Support the development of CBCHS

- Develop relationships with key stakeholders by being the SSG representative for regional network meetings;
- As and when required, participate in the consultation process within CBCHS, development of policy and procedures and strategic planning of the organisation;
- Stay abreast of current trends and practices in the field by attending in-service training and seminars as appropriate;
- Participate in SSG and organisational projects and initiatives as required.



5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect

For each individual, families and for the diverse cultures within our communities.

Empowerment

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency

In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBILITIES

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

OHS

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.



7 – WORKING RELATIONSHIPS

Direct Reports;

- SSG Staff and Volunteers.

Internal working relationships include:

- Manager Integrated Care;
- General Manager Primary Health;
- All employees.

External working relationships include:

- Other local services;
- Department of Health and Ageing, Department of Health and other funding providers;
- Volunteers;
- Community Groups.

8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Relevant tertiary qualification and extensive relevant management/ coordination experience in the community sector.

Knowledge & Skills

- Demonstrated ability to motivate and lead a team successfully and provide management to staff members;
- Experience in program development that meets funding requirements in the Aged or Disability Sector;
- Demonstrated change management and project management skills;
- Knowledge of relevant issues in Aged Care and the NDIS with an understanding of the likely impact on the service;
- Highly developed organisational skills and demonstrated experience in operating as a part of a management team that faces changing priorities and objectives;
- Sound verbal and written communication and interpersonal skills including the ability to liaise with a wide range of people and present information in a logical, coherent and detailed manner;
- Demonstrated understanding of different client funding models –CHSP, HACC, NDIS;
- Sound computer skills with knowledge of MS Office suite;
- Current Victorian driver licence.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable
- Disability Worker Exclusion Scheme (DWES) check – safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL).
- Disability Code of Conduct Acknowledgement
- CBCHS Child Safe Code of Conduct Acknowledgement

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- Working with Children Check if applicable
- Professional Registrations if applicable

9 - AUTHORISATION

CEO	Name	
	Date	
	Signature	

Employee	Name	
	Date	
	Signature	

