

Southern Districts Support Association

Position Title: Day Centre Coordinator	Position No: SDSA011
Section: Section.01: Client Services Team	
Award: SCSE Award Level 4 Part-time Position	
Position Reports To: General Manager	
Under Direct Supervision: Day Centre Supervisor , Day Centre Activities Assistant, Day Centre Activity Volunteers Day Centre Drivers (paid and unpaid) Social Group Supervisor's and Assistant/Drivers for YPWD social group programs	
Programs Responsible for: Seniors Friendship groups Social Outing groups for Young Adults with Disabilities	

Overview of Organisation Values and Practices

In accordance with the mission, values, and strategic objectives of Southern Districts Support Association (Inc) and consistent with all relevant legal requirements, provide high quality client and carer service and support. All employees are required to pursue the organisation's core values which include respect of the individual, compassion, dignity, integrity, excellence, teamwork and professionalism.

Position Overview

The Day Centre Coordinator's primary objectives are to provide PAG (planned activity group) programs to potential and existing clients who have been assessed eligible to access HACC services through Southern Districts Support Association. The Day Centre Coordinator will assist Senior Management to implement and run programs that ensures clients receive co-ordinated holistic support that is based on Wellness Approach philosophy and promotes independence, is well planned, efficient and accountable to their individual needs.

This involves planning, monitoring, implementing and evaluating PAG (planned activity group) programs for SDSA's older people, people with disabilities, their families and carers and provide management support to workers (paid and unpaid).

The Day Centre Coordinator must have a sound understanding of HACC policy, guidelines and standards in respect to the provision of services to HACC eligible clients.

Primary Outcomes and Accountabilities

Responsibilities include but are not limited to:

A. Service Management

1. Integrate SDSA's mission, values and objectives into all aspects of the agency, including service delivery, staff and volunteer management and recruitment; and agency management.
2. Ensure timely response to referrals from the SDSA Intake Officer, ensuring appropriate care planning is conducted in consultation with the client and where necessary, with the client's nominated carer.
3. Liaise with SDSA Intake Officer in relation to service hour's availability, new client referrals, existing clients requiring re-assessment and/or no longer requiring support from the Association.
4. Provide services sensitive to and respectful of the needs of clients accessing PAG (planned activity group) programs, ensuring clients are informed of their rights and responsibilities.

5. Manage all aspects of the seniors day centre and YPWD social group programs, ensuring appropriate, accurate and up to date client records and documentation are kept in accordance to SDSA and HACC standards and that the privacy of client records is maintained.
6. Monitor client support, ensuring services are provided by staff and volunteers as outlined in the clients Wellness Support Plan; ensuring support provided is of a high quality.
7. Ensure the collection and updating of client data e.g. MDS recording is carried out in accordance with HACC requirements.
8. Provide opportunities for clients, carers and their families to give feedback about services via informal and formal processes (annual client surveys, feedback from staff/volunteers or directly from the consumers).
9. Ensure work practices are reflective and consistent with the rights of the client, and comply with legislative requirements and SDSA mission, vision, values, philosophy/objectives and policy.
10. Practise in continuous improvement activities to maintain a high standard of client care.
11. Maintain complaints processes in line with SDSA Policy and Procedures.

B. Administrative Responsibilities

1. Provide written reports as scheduled for reporting to SDSA BOM meetings and Annual Report.
2. Ensure appropriate documents, records and information is current and available. Maintaining services and program documentation, spreadsheets and records.
3. Ensure that administration processes are adequate and suitable to support project and program functions.
4. Ensure appropriate training is delivered to workers (paid and unpaid) in regard to SDSA policy and procedures.
5. Meet with Senior Management as scheduled to discuss client services, service needs and other client issues that may arise.
6. Attend an annual performance appraisal.
7. Assist the Senior Management to maintain consumer records and any other necessary documentation, including staff/volunteer records.

C. Financial Management

1. Manage petty cash expenditure within delegated authority levels as per SDSA Day Centre Procedure.
2. Ensure raffle monies are accounted for and properly noted and expenditure authorised and accompanied by appropriate documentation.
3. Ensure expenditure is authorised and accompanied by appropriate requisitions and documentation.
4. Ensure expenditure is within budgetary constraints.
5. Ensure fee collection is receipted; and if prior agreement for clients to be invoiced, ensure payments are made within the required timeframe.

D. Management of Staff and Volunteers

1. Establish and promote a culture of trust, mutual respect, collaboration, information sharing and innovation across all areas of SDSA.
2. Provide effective leadership and foster a positive workplace culture where staff feel engaged, empowered, supported and encouraged to think and act creatively in supporting the community and delivering services.
3. Ensure that staffing and volunteer numbers for centre based day care programs meet safety standards and safe work practices (client:staff/vol ratio).

4. Meet with daycentre Supervisor, Assistant and staff (including social group's staff) and volunteers and brief them on any issues that they need to be aware of e.g. any new clients attending the daycentre; and any current information relating to the clients already attending the centre or social group programs.
5. Recruit and interview potential support workers and volunteers.
6. Ensure that all staff and volunteers attend employment and OSH orientation and induction training within 1 month of commencement and on-going refresher training.
7. Monitor staff/support workers and volunteers to ensure they are fulfilling their duties outlined in their position description.
8. Provide support, supervision and annual performance reviews for staff and support workers.

E. Training (*Day Centre Coordinator specific*)

1. The Coordinator is to attend client specific training as requested by Senior Management.
2. Attend compulsory training to maintain competency as required for this position, this includes annual OSH refresher training.
3. Participate in education and training as directed by Senior Management, and have the ability to set personal goals and identify own leaning needs.

F. Compliance

This position description operates in conjunction with and forms part of the annual review process. A performance review will take place annually.

1. Ensure the day to day oversight of the Centre Based Day Care programs is consistent with organisational policies and procedures, Government legislation, Community Care Common Standards and best practice.

G. Occupational Safety & Health

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others, by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OSH. Specifically:-

1. Ensure that a safe working environment is provided to comply with occupational safety and health requirements.
2. Contribute to OSH in the workplace.
3. Be familiar with emergency procedures to ensure client and staff/volunteer/contractor safety.
4. Ensure Occupational Safety and Health standards are maintained on sites and that any OSH concerns are reported.
5. Ensure Food Safety policy is implemented and adhered to as required by SDSA Food Safety Policy, as well as attending Food Safety meetings.
6. Administer first aid in the case of accidents, and follow instructions set out on client Emergency Medical Record forms. Report **all** accidents, incidents and hazards to SDSA. Fill out documentation.

H. Agency Responsibilities

1. Assist with the effective and efficient running of the agency services on a day to day basis.
2. Participate in agency and services continuous improvement process and assist with maintaining required documentation.
3. Carry out all duties in a flexible and efficient manner.
4. Assist in liaising with other health/community workers as necessary.
5. Other duties as requested by the Senior Management.

Qualification, Training, Experience Required for this Position

Knowledge and Qualifications

1. Hold a minimum of Certificate IV in Human Services (Aged Care or Disability) **or** be prepared to obtain same within an 18 month period. SDSA will consider applicants with equivalent level of expertise and experience to undertake the range of activities required.
2. Minimum of 3 years experience working within a community service field.
3. Demonstrated experience in the planning, management, delivery and evaluation of services to the Home and Community Care (HACC) target group,
4. Demonstrated experience in conducting assessments and developing care plans based on Wellness Approach philosophy,
5. Understanding and demonstrated commitment to OS&H and EEO.

Selection Criteria

Essential (Selection) Criteria

1. Ability to respect and work within the Christian Ethos of the Association.
2. High level of written, verbal and interpersonal communication skills with the ability to communicate effectively at a variety of levels.
3. Demonstrated ability to contribute to, and work as part of a team. Maintaining open communication and harmonious relations with all members of the team.
4. Computer literacy with the ability to work independent of secretarial support using Microsoft suite of office products.
5. Demonstrated decision making and problem solving skills to innovatively implement client service provision and providing quality care.
6. Demonstrated time management and organisational skills to effectively plan and prioritise work tasks.
7. Current Western Australian 'C' class drivers licence and National Police Clearance (no less than 6 months from date of issue).
8. Current Senior First Aid certificate.

Desirable Criteria

1. Sound knowledge of Government initiatives in the Aged Care industry and the impact it has on planning and service delivery.
2. Knowledge of Home and Community Care programs, aged care and dementia services.
3. Knowledge of community services and resources.
4. Sound knowledge and understanding of local service providers.

Employees Statement

I have read and understood, and accept the above position description.

Name: _____ Signature: _____

Date: _____