

## Local Team Coordinator

### \$91k pa + super + salary packaging

#### Holdsworth Values – Trust, Kindness, Openness and Independence

Holdsworth believes in a community where all people have the support and services they need to maintain an independent, active and fulfilling life.

#### Our Community

Throughout the Eastern Suburbs, we support:

- children and adults living with intellectual disabilities;
- older people who may be frail, ill, lacking mobility, experiencing social isolation or living with dementia;
- their families and care givers; and
- families with young children.

#### About the Opportunity

Holdsworth is delivering more personalised supports to our community members through our Local Team structure. By working closely with participants in and around their home, staff can connect them with activities and people in their own neighbourhood. Our Local Teams support people as people, whether they are older, or living with a disability. The structure also offers a fulfilling work opportunity through closer relationships with participants, autonomy in decision making and better work / life balance.

We are looking for a passionate and motivated **Local Team Coordinator** to oversee our growing Local Teams service. In this role, you will provide expert knowledge as well as provide ongoing guidance and mentoring to an amazing team of staff. You'll work directly with recipients of Home Care Packages, CHSP, NDIS and their families to support the achievement of their goals.

We currently have an opportunity for a Coordinator position, on a full-time, fixed term contract basis for 12 months. Join us now, as we establish this exciting new initiative!

#### Key Responsibilities:

- Partnering with older people to design and deliver Home Care Package services to meet their unique needs and preferences;
- Promote person centred opportunities for people which support their individual aspirations;
- Receive referrals, carry out intake and assessment to understand participant's individual circumstances and appropriate funding options for each person;
- Seek opportunities for collaboration in the community with other service providers;
- Promote and comply with NDIS Practice Standards and the Aged Care Quality Standards;
- Providing effective leadership, enabling a high functioning multidisciplinary team.

### **About You:**

- Strong desire to work in partnership with people to generate meaningful outcomes with a strong commitment to a person-centred approach;
- Sound experience with Home Care Package management;
- Strong understanding of goal based care planning and the ability to implement strategies to assist participants to achieve their goals;
- Demonstrated time management skills including prioritisation of competing tasks;
- Excellent communication skills and demonstrated ability to work effectively with community members, staff and other agencies;
- Demonstrated experience leading and coaching a team;
- Ability to think on your feet and display high level problem solving skills;
- Computer literacy, word processing and database competencies;
- A current, Class C Driver's Licence and own comprehensively insured vehicle;
- Tertiary qualifications in social work, human services, nursing, social science, case management or similar will be advantageous.

### **Benefits:**

- Flexible working hours;
- Salary Packaging;
- 35 instead of 38-hour work week;
- Additional 3 days of leave;
- Mobile phone and laptop; and
- Values driven work environment.

### **Application:**

If you want a rewarding role, then apply now to join us and make a real difference to people from all walks of life. Holdsworth celebrates diversity and welcomes applications from everybody.

Please download the Job Description from our website: <https://holdsworth.org.au/work-with-us/> and please call Simon Wise on 02 9302 3600 to discuss the role.

Should you wish to apply via email, your application can be sent to [simon.wise@holdsworth.org.au](mailto:simon.wise@holdsworth.org.au)

**Please note:** Interviews will take place upon application. Although we appreciate the time and effort of all applicants, unfortunately only shortlisted applicants will be contacted.

## POSITION DETAILS

<b>Position Title:</b>	Local Team Coordinator
<b>Position Aim:</b>	Support older people and people living with a disability to live meaningful and healthy lives integrated with their local community.
<b>Reporting to:</b>	Management Team
<b>Reports:</b>	Project Officers, Team Leaders
<b>Award Placement</b>	SCHCADS Award Level 5  (Above award annual salary to suit experience + 9.5% superannuation and salary packaging.)
<b>Position Based:</b>	Office and Community
<b>Position Status:</b>	Full Time – 12-month contract
<b>Hours:</b>	35 hours per week – Monday to Friday

All positions at Holdsworth are classified under of the Social, Community, Home Care and Disability

Services Industry Award 2010. Remuneration will be negotiated based on experience.

### Special Requirements:

- All employees of the Centre must undergo a National Criminal check, NDIS Workers Check and have a current Working with Children background check.

## A. Key Areas of Responsibility

### ➤ Participants

- Promote person centred opportunities for people which support their individual aspirations;
- Promote participant's rights and communicate their responsibilities;
- Receive referrals, carry out intake and assessment to understand participant's individual circumstances and appropriate funding options for each person.
- Implement person-centred service plans for each individual;
- Work in partnership with participants to develop strategies which promote their wellbeing and personal goals;
- Develop strategies in response to complex issues;
- Where appropriate, make referrals to local services, professionals and mainstream activities;
- Provide direct support when establishing complex services to model best practice staff & develop strategies in response to complex issues;
- Monitor changes in participant's circumstances and share with the support team;
- Ensure appropriate records are kept of participant information on Holdsworth's database;
- Seek feedback from participants and their families and ensure feedback is recorded and communicated to others to create improvement;
- Meet and liaise with participants and families with regards any issues, concerns and enquiries related to program delivery;
- Promote the safety and wellbeing of participants at all times.

### ➤ Programs and Services

- Lead the design and planning of Holdsworth's services in response to participant preferences and within the context of local, state & national guidelines & priorities;
- Promote quality delivery of existing services or plan, design and establish innovative services and activities in response to the unique needs of local participants and their families;
- Promote safe and viable group supports which respond to the interests of participants;
- Promote and comply with NDIS Practice Standards and the Aged Care Quality Standards;
- Collate statistics about sources and nature of referrals to assist in service development & planning;
- Record service delivery in order to report team output and financial progress;
- Use appropriate PPE at all times and devices as supplied by Holdsworth.

### ➤ Staff & Volunteers

- Model best practice for direct support staff;
- Supervise team members;
- Constructively work with the team to resolve issues affecting staff relationships and performance;
- Coordinate regular team leader & support worker meetings and case conferences;
- Share speciality knowledge and expertise across the organisation;
- Recruit, support and motivate a team of staff & volunteers to promote the smooth running of services;
- Refer issues relating to disputes, grievances or poor performance to Managers or HR Officer;
- Monitor and advise of ongoing training requirements for you and your team;
- Assess, prioritise and where appropriate, deliver training as per staff program needs;
- Promote the safety and wellbeing of staff and volunteers at all times.

### ➤ Community Partners

- Develop networks with local community resources, services and providers;
- Represent Holdsworth in the community in a positive manner; and
- Assist with communication and information dissemination for Holdsworth Community.

### ➤ Governance/Administration

- Respond to and report all incidents, complaints and compliments;
- Provide input to your Manager around the future direction of programs and services within the context of forward planning strategies as well as local, state & national guidelines & priorities;
- Implement continuous improvement methodology in all aspects of operations;
- Develop effective systems to ensure most effective use of available resources;
- Other duties related to position as directed by the Management; and
- Comply with Holdsworth policies, procedures and Code of Conduct at all times.

## **B. Key Performance Indicators:**

- Positive interaction with participants and partner organisations in the community evidenced by positive feedback from stakeholders;
- Successful design and delivery of quality programs which support the aspirations of participants;
- Successful management of team staff and volunteers as evidenced by positive feedback; and
- Evidence of accurate and relevant recording and reporting of data.