

Seniors Social Support Group Coordinator / Deputy Community Services Manager

Position Description	
Qualifications and Requirements	<p>Essential</p> <ul style="list-style-type: none"> • Experience in coordinating Home Care Packages, CHSP or HACC funded services • Demonstrated practical experience in an aged care environment • Documentation skills and knowledge of Government Accreditation regimes • Qualifications that complement Community Care work history • Training and/or competency in handling medication • Proven experience in the day-to-day management of a department including leading team of 5+ staff • Outstanding communication, interpersonal and organisational skills • Current unrestricted Victorian Drivers licence and roadworthy insured vehicle and the ability to drive a 12-seater bus • Annual Seasonal Influenza Vaccination <p>Recommended</p> <ul style="list-style-type: none"> • Practical knowledge of accreditation and quality management • Adherence to good occupational health and safety practices, company policies, and infection control.
Salary and Conditions	In accordance with the Village Baxter ANF & HSU Enterprise Agreement 2017 and the letter of employment
Key Responsibilities	<ul style="list-style-type: none"> • Coordination of the day-to day management of our onsite Seniors Day Centre including hands on program service delivery • The assignment of duties to staff according to client need • The maintenance of a high standard of care • Support and leave relief for the Community Services Manager • The upholding of all policies and philosophies of The Village Baxter. • To assess each new client and identify the healthcare, social and physical needs of that client • To supervise Day Centre staff, complete their performance appraisals, conduct staff meetings and ensure that the staff are appropriately trained and educated in the performance of their duties • To help staff implement appropriate Care Plans in consultation with the client/carer and to regularly evaluate and review all services affecting the client including making referrals to other programs and agencies as required • Standards of health and welfare of Consumers and Staff performance in maintaining such standards. • Liaison with case managers, carers and other health professionals as required. • To provide ongoing information to clients regarding the Activity Program • To write and provide a monthly newsletter to clients and carers • Providing emergency responses to sudden changes in Resident/Client health status or other emergencies • Initiating improvements in service delivery and professional performance. • Providing support to and leave coverage for the Community Services Manager including day to day management and guidance of the Community Care Team in the absence of the Community Services Manager • Promotion of a positive image of the Village to Consumers, Staff and the public. • Timely completion of all documentation required. • Participating in the Village Quality program • Other duties as directed by the Community Services Manager or delegate

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Reporting Requirements	Reports directly to the Community Services Manager.
Responsible For	Care management of Day Centre Clients
Education, training and registration	<p>Personal Responsibility</p> <ul style="list-style-type: none"> • Police check each 3 year period that provides satisfactory assessment of capacity to work in aged care • Valid and unrestricted drivers licence <p>Mandatory training provided by the Village</p> <ul style="list-style-type: none"> • Emergency Procedures • Manual Handling • Satisfactory completion of Staff Competency Books / Skills Audits <p>Recommended</p> <ul style="list-style-type: none"> • CPR and first aid • Infection Control • Personnel / conflict management • Attendance at seminars and conferences to enable skills and knowledge to be developed and to impart this knowledge to other staff as required.
Performance Appraisal	At 6 months, then annually by the Community Services Manager or delegate or as requested by the Village or staff member.

Physical and Mental Requirements include, but are not limited to:

Twisting of the back or neck	Lifting weights more than 5 kilos
Bending of the back / knees / neck	Kneeling
Squatting	Reaching above shoulder height
Reaching over and around things	Pushing objects more than 5 kg with wheels (eg. Medical Trolley)
Pushing objects more than 5kg without wheels (eg. Chair in)	Supporting a person's weight
Sitting for long periods	Standing for long periods
Typing for long periods	Dealing with unpredictable situations
Dealing with high pressure situations	Dealing with difficult and challenging behaviors
Dealing with aggressive consumers / families	Working as part of a close team
Maintaining a calm demeanor when dealing with distressed/difficult people	Operating machinery
Managing in emergency medical situations	Walking long distances within the Village
Speaking to groups of people	Handling medication
Time management skills	Managing conflict situations confidently
Clear thinking and decision making in high pressure situations	Prioritizing skills
Drive vehicle / fast leg movements/ maintain pressure with feet	Drive vehicle – turn head / twist neck/shoulders
Use machinery / twisting back / neck	Drive vehicle / change gears / steer / arms / shoulders / wrists/ grip
Use machinery / lift / carry more than 5 kilos	Use machinery / maintain firm grip with hands
Watching computer screen for extended periods	Reading for extended periods
Working in air-conditioned room for extended periods	Working in the open air for extended periods

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Performance Criteria	
1. Professional Responsibility	Monitoring Processes
<ul style="list-style-type: none"> • A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual and respectful language and manner towards consumers, visitors and to each other. • At NO TIME must information relating to Consumer/Family or Staff member be discussed with anyone other than the relevant Staff member/care professional providing care/service. • A flexible and enthusiastic attitude toward undertaking a variety of tasks and demonstrated commitment to ongoing quality, with a team approach is expected. • The promotion and maintenance of a high standard of professional care in accordance with the philosophy and objectives of the Baptist Village Baxter. • To maintain a current knowledge of Government regulations and guidelines pertaining to community care and of Government funding processes and requirements. • To be aware of relevant aspects of law, especially in relation to duty of care and how this responsibility relates to meeting care standards. • To be aware of community services that may benefit the delivery of Village services. • To demonstrate a commitment to, and interest in, continuing education within aged care. • To ensure that accreditation requirements are met and that continuous improvement is practiced throughout the unit. • To ensure that consultation is provided to all consumers and this results in services being holistically planned, assessed, reviewed and evaluated in accordance with Village Baxter policy and the consumer’s changing requirements. 	<ul style="list-style-type: none"> • Staff surveys • Consumer surveys • Annual performance appraisal • Quality Results • Complaints • Legislative compliance • Accreditation Compliance
2. Consumer Care	Monitoring Processes
<ul style="list-style-type: none"> • To complete the required assessments and documentation to ensure that the clinical care needs of Day Centre Clients are assessed and appropriate management strategies offered to enable the Client to maintain their independence. • To ensure that where a Client refuses assistance with the management of an assessed clinical care need that the risks are clearly explained and documented and where possible, risk management strategies are put in place. • To ensure that each consumer is treated with respect and dignity. • To plan, implement and review appropriate care strategies for each Client to comply with all Government requirements and duty of care responsibilities. • To ensure care plans and assessments are regularly reviewed, evaluated and updated to meet the Aged Care Quality Standards and Accreditation requirements. • To inform the Community Services Manager of any significant changes in the condition of a client. • To maintain a safe working environment and to ensure that any accidents/incidents are reported correctly and promptly. • To ensure that all documentation is completed as necessary. • To ensure continuity of care is available through appropriate communication and planning with other staff. • To ensure that Clients valuables are safeguarded. 	<ul style="list-style-type: none"> • Attendance records • Staff surveys • Consumer surveys • Annual performance appraisal • Quality Results • Complaints

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3. Consultation as Part of a Multidisciplinary Team	Monitoring Processes
<ul style="list-style-type: none"> To liaise with Community Services Staff to ensure any clinical issues are reviewed and addressed as necessary. Communicate to Community Care Staff as a member of the multi-disciplinary team and encourage information sharing that addresses the changing needs of the consumers. 	<ul style="list-style-type: none"> Annual performance appraisal
4. Workplace Health and Safety	Monitoring Processes
<ul style="list-style-type: none"> Participation in the risk management program and contribution to a clean, safe work environment to ensure safety of consumers, other staff and self. To report immediately, any equipment or situation, which is hazardous, or has the potential to be a safety issue or to receive such reports from other staff and to then assess the degree of risk and develop appropriate strategies for risk minimisation To participate in problem solving processes to resolve WH&S issues. 	<ul style="list-style-type: none"> Annual performance appraisal Improvement forms
5. Quality Improvement	Monitoring Processes
<ul style="list-style-type: none"> To ensure that staff practices are consistent with policies and procedures. Maintain compliance with the Village's continuous improvement program. To provide competent care and service in accordance with the Village's documented policies and procedures and legislative requirements. To complete an Improvement Form when there is an identified need to improve To actively participate and contribute to Quality Activities which promote quality improvement to care/service provided, such as, completion of Improvement Forms, staff meetings, working parties, audits, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment Provides competent nursing care and other services in accordance with the organisation's documented policies and procedures, legislative requirements relevant to role. 	<ul style="list-style-type: none"> Annual performance appraisal Improvement forms Attendance records
6. Education, Skills and Training	Monitoring Processes
<ul style="list-style-type: none"> Membership of a relevant professional group / association is recommended to allow for exchange of peer knowledge. To attend seminars and conferences to enable skills and knowledge to be developed and to impart this knowledge to other staff as required. To develop, and participate in, staff education and training. Attendance at compulsory education and training sessions Satisfactory completion of staff competencies and skills audits. The updating of knowledge and skills in order that current best practice is provided Works within Nursing or other relevant codes for practice and other professional guidelines Keeps a personal journal record of continuing professional education undertaken throughout the year. 	<ul style="list-style-type: none"> Annual performance appraisal Attendance records