

## Community Connections

### Position Description – Service Coordinator

<b>Reporting to:</b>	<b>Service Manager</b>
Purpose	The coordinator is responsible for the efficient and effective operation of supported living (and residential) support for the individuals allocated.
Overall responsibilities	<ul style="list-style-type: none"> <li>• To implement the policies and procedures of Community Connections</li> <li>• To supervise direct support staff</li> <li>• To inform the service manager of situations of risk to individuals or staff</li> <li>• To work cooperatively with other Community Connections coordinators, NASC agencies and individuals' networks</li> </ul>
<b>Specific Duties</b>	<b>Performance Indicators</b>
<p><b>1. To individuals:</b></p> <ul style="list-style-type: none"> <li>a. To develop and review support plans</li> <li>b. To coordinate services</li> <li>c. To monitor the quality of service to individuals</li> <li>d. To resolve conflicts that may arise in the delivery of service</li> <li>e. To respond to complaints</li> <li>f. To provide culturally sensitive services</li> <li>g. To ensure each individual has an advocate</li> </ul>	<ul style="list-style-type: none"> <li>a. Support plans are developed and reviewed every 6 months</li> <li>b. Individuals have access to required services and supports</li> <li>c. Visits are made to individuals at least every month</li> <li>d. All conflicts and resolutions are documented</li> <li>e. Complaints are documented and resolved or referred to the service manager</li> <li>f. Consultation occurs with cultural advisors as necessary</li> <li>g. Appropriate advocates in place</li> </ul>

h. To strengthen and develop networks	h. Each service user has an active network
<p><b>2. To support workers:</b></p> <p>a. To recruit, select, maintain and terminate support workers with assistance from service manager and service users</p> <p>b. To assist in the orientation of new staff</p> <p>c. To encourage and support staff to undertake training</p> <p>d. To review support plans with support workers</p> <p>e. To provide support workers with fortnightly supervision</p> <p>f. To schedule monthly team meetings</p> <p>g. To implement annual performance reviews with support workers</p>	<p>a. Appropriate staff are recruited and supported throughout their employment</p> <p>b. New staff are formally orientated to Community Connections philosophy and policies and introduced to the people they will support</p> <p>c. Staff training needs identified and matched to opportunities</p> <p>d. Support plans remain appropriate to individual's needs</p> <p>e. Fortnightly meetings are held with all support workers</p> <p>f. Monthly team meetings are held and minuted</p> <p>g. Performance appraisals documented and outcomes implemented</p>
<p><b>3. To the service:</b></p> <p>a. To provide manager with monthly reports detailing issues, progress, incidents, complaints and highlights</p> <p>b. To collate and provide fortnightly timesheets to manager for administration</p> <p>c. To implement and monitor quality assurance systems</p> <p>d. To appraise manager of new issues and developments as they occur and to assist the manager with service planning and development</p> <p>e. To review policy and procedures on an annual basis with management team</p>	<p>a. Monthly reports received by manager</p> <p>b. Timesheets received each fortnight</p> <p>c. QA systems implemented and audited by manager</p> <p>d. Manager has the necessary information to develop service plan which reflect areas of need</p> <p>e. Policy and procedures reviewed and updated annually</p>
<p><b>4. To networks</b></p> <p>a. To maintain regular contact with service user advocates</p> <p>b. To maintain positive relationships with NASCs and other relevant agencies</p>	<p>a. Advocates are kept informed as appropriate</p> <p>b. Regular meetings with NASCs, attends community forums, contact with other agencies as appropriate.</p>

<p>c. To promote a positive image of Community Connections within the community</p>	<p>c. Community Connections' image as a quality service is enhanced through coordinator's interactions with other services</p>
<p><b>5. For professional development</b></p> <p>a. To undertake annual performance appraisal with manager</p> <p>b. Undertakes training as appropriate</p> <p>c. To attend monthly supervision</p> <p>d. To keep up with current developments in the field of supported living</p>	<p>a. Performance appraisal completed each year</p> <p>b. Identifies training opportunities undertaken</p> <p>c. Supervision occurs each month</p> <p>d. Reads relevant material and/or attends seminars</p>
<p><b>6. Other duties</b></p> <p>a. From time to time undertakes other duties as requested by manager to support wider organisation</p>	<p>a. Coordinator's skills used across wider agency as appropriate</p>