

	<b>JOB DESCRIPTION</b>
	<b>HOUSE CO-ORDINATOR</b>
<i>Our Mission</i> <i>Alkira strives to meet the needs and interests of people with an intellectual disability, through care and support that will enrich and challenge them to be a part of the world community.</i>	
<b>SERVICE AREA:</b>  <b>REPORTS TO:</b>  <b>LIASION</b>   <b>AWARD; GRADE AND EMPLOYMENT CONDITIONS:</b>  <b>DATE LAST REVIEWED:</b>	<b>RESIDENTIAL SERVICES</b>  <b>MANAGER- RESIDENTIAL SERVICES</b>  <b>Internally</b> - Residential Management team and staff; Alkira Training and Support Service Managers and Support Staff; Organisational Support Staff.  <b>Externally</b> – Community and other governmental services; Health Care Providers; Family and Carers  <ol style="list-style-type: none"> <li>1. Alkira Centre Box Hill Inc. Residential Agreement 2003</li> <li>2. Salary Grade: Supervisor dependent on qualification and experience. Penalty; Sleep over and On-call rates applies</li> <li>3. Superannuation - a compulsory Superannuation Guarantee payment will be made on employee's behalf -</li> </ol> <b>1 August, 2015</b>

## The Organisation and Philosophy

Alkira is a community sector organisation providing a range of services and supports for adults who have a disability and their families in the Eastern Metropolitan region of Melbourne. Service areas include: supported accommodation, facility based respite, training and support on an individual and/or group basis, night and weekend recreation and holidays.

Alkira's service philosophy is based on recognizing, fostering and celebrating each person's individuality which in turn informs the way that supports are provided to build on each person's capacity and participation in community life. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

## The Service

Currently, 32 people are assisted by small teams of staff living in 7 houses and two facilities offering respite for up to 6 people. Care and support is based on each individual's needs, strengths, interests and wishes. People are assisted to live as independently as possible, be actively involved with running their house, maintain their activities of daily living and maximize their participate in community life.

## Expectations and Supports

All staff have a responsibility for contributing to:

- the multi-disciplinary teamwork of the organization.
- ensuring that supports are provided to service participants in consultation with their families.
- a process of continuous quality improvement throughout the organization.
- the maintenance of organizational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality, and risk management / organizational health and safety.

This position will be supported by a well-established staff team including our Chief Executive Officer, Service Managers and Support Staff.

Alkira's Organisation Support personnel provide services, expertise and assistance to the Residential and Training & Support Services in Individualised Planning, Human Resources, Staff Training & Development, Volunteers, Health and Safety, Quality Systems, Finance & Property, Information Technology, Community Relations & Fundraising.

## **ROLE**

The House Co-ordinator:

1. Leads a team of staff assisting 4-8 individuals to live as independently as possible, be actively involved in running their house, maintain their activities of daily living, maximize their participate in community life and their individualised needs, interests and wishes are the basis of service
2. Implements, monitors and assists in the review of house management systems that ensure the house is safe, well run, organised and harmonious.
3. Provides on the job coaching, mentoring, Performance management and develop of assigned staff in the house.
4. Assists to implement strategic directions, legislation, organisational policy, procedures, systems and values
5. Participates in continuous quality improvements.

This role requires that the incumbent establish and maintain positive relationships with internal and external stakeholders demonstrating the values of Alkira in their dealings with service users, all stakeholders and the community.

The role will ensure that the operations of the services are consistent and relevant and provided in compliance with Alkira Policy and Procedures, relevant legislation and regulatory requirements.

## **Extent of Authority**

1. Set and allocate daily work schedule for support workers in the house
2. Day to day co-ordination of operational house activities
3. Informal and formal leadership and management of support workers
4. Monitor and reconcile house keeping expenditure in accordance with predetermined budget
5. Monitor and reconcile expenditure in accordance individual's personal spending budgets
6. Reconcile and approve staff timesheets in accordance with the approved roster
7. Monitor and manage the completion of the documentation for client information/support requirements, house management and staff recruitment, retention & accountability.

## Key Accountabilities:

### **1. Service & Support**

#### **Responsibilities**

1. Ensure each person's information and support requirements are developed, implemented, monitored, reported and reviewed with the relevant people in the person's life.
2. Each person is assisted to progress and achieve their My Plan goals and desired outcomes
3. Support and work alongside individuals to have as much choice, control and independence in their daily activities, routines and lives as possible.
4. Provide personal care, support and service that is based on each person's needs, wishes and interests and shift plans
5. Develop and maintain regular contact with families, other Alkira staff and external professionals as necessary
6. Liaise and negotiate with associated community agencies to ensure the continuity of quality care for residents and their individual goals are met.
7. Provide day to day support to each person in their home in a constructive and collaborative way with colleagues, other service staff, families and relevant others.
8. Ensure each individuals medication is supplied, stored, administered and recorded in compliance with policy and procedure.
9. Incidents relating to the people being supported are well management and reviewed in a timely manner with an emphasis on preventing reoccurrences.
10. Coordinate the scheduling of health appointments and attend critical health appointments when required..
11. Facilitate and support formal and informal communication and relationships ensuring that residents needs and concerns are addressed and acted upon in a timely manner
12. Actively develop and create an environment that is welcoming to guest's families, friends and visitors.
13. Liaise and negotiate with families, other Alkira staff, medical professionals; service providers and community agencies to assist in the support and quality care for residents.
14. Actively lead and participate in a team of staff to ensure that all clients receive the appropriate level of support in the areas of living skills, health, social and emotional well-being and recreation.
15. Participate in meetings with clients and their families to ensure service satisfaction  
Work cooperatively with day service staff in the person's life to provide holistic and integrated support on a day to day basis.

## 2. House Management

### Responsibilities

1. Ensure that people's home is a safe environment for all
2. Coordinate and perform domestic duties as per shift plans
3. Identify and implement improvements in service delivery
4. Coordinate equipment, property and house vehicle checks and submit timely maintenance requests in accordance with Alkira procedure
5. Ensure accurate staff timesheets are completed and forwarded to the Manger for authorization
6. Keep an accurate account of all expenditure, including petty cash receipts and reimbursements
7. Monitor and review House Income and Expenditure Budgets
8. Maintain all client and Service participants records and ensure payment of accounts in accordance with Alkira procedures and policies
9. Prepare and submit two monthly house reports and other reports within agreed timelines
10. Promote and comply with Alkira OH & S policies and procedures and contribute to the continuous improvement
11. Foster culture that identifies and prevents hazards impacting on the safety within the house
12. Incidents and near misses are reported, monitored, investigated and prevention strategies are implemented

## 3. Staff Leadership and Management

### Responsibilities

1. Lead and manage a team of rostered support workers to provide a supportive, individualized, empowering and well run home
2. Provide on the job coaching and mentoring to assist staff to develop their knowledge and skills
3. Monitor and review staff performance and development in accordance Alkira's Performance and Development System
4. Orientate, train and monitor new staff to provide support to people in their home in accordance with their information and support requirements, house management systems and staff accountabilities
5. Arrange regular house staff meetings to review and improve information and support requirements for the people being supported , house management and staff retention & accountability systems
6. Participate in recruitment and selection as required

## **CONDITIONS OF EMPLOYMENT**

1. This is a permanent part-time position and hours are determined in accordance with approved rosters that include: day times, afternoons, evenings, weekends and sleep over shifts. Penalty rates apply.
2. Employees are employed in the service and will be required to work at all sites based on operational requirements as directed by the Employer.
3. Participation in a roster of being on - call with an on-call allowance.

## **PRE-EMPLOYMENT REQUIREMENTS**

1. Have an acceptable Victorian Police Records Check in accordance with Department of Human Services (DHS) policy – Alkira will conduct Police Records Check.
2. Permission to check name on DHS Disability Worker Exclusion Scheme List and a submission of Statutory Declaration regarding previous work history
3. Have a current First Aid Cert. Level 2 or willingness to obtain at own expense
4. Have a current Fire Safety Cert or willingness to obtain.
5. Satisfactory Vic Roads Driver Safety and Demerit point history of less than 5 valid demerit points in last 3 years
6. Current Victorian drivers license and ability to drive a 12 passenger bus
7. Australian Residential and working Visa

## **INHERENT REQUIREMENTS OF THE JOB**

1. Being fit and able to do the manual handling and physical requirements of the job- gathering, putting out, packing up and putting away all equipment for residents and residential housekeeping duties.
2. Physical Requirements:
  - Sitting – Regular
  - Standing – Frequent
  - Computer Based Task – Frequent
  - Driving -12 passenger bus (manual or automatic vehicle) – Daily
  - Bending and Lifting doing house work duties and assisting clients of up to 10 kg lifting – Frequent
3. Operating alone from time to time managing residential homes and providing supports within an Alkira facility and in external community based environments.
4. Judgment and decision making - the ability to work independently without supervision, collaborate with others and contribute positively in a team environment is essential. All decisions must be made in accordance with position description and service operational procedures and then implemented and supported.
5. Being able to see, hear, observe and gather clients, thus accounting for clients at all times to meet duty of care requirements.
6. Being able to fluently speak, write reports and follow written and verbal instructions in English
7. Being able to account for all residents' and housekeeping funds following procedures.
8. Email and word process program/activity and administrative documentation.
9. Driving forms part of the inherent requirements of the role and all potential employees will be driver safety assessed by Alkira;
10. Daily driving company vehicle to ensure clients' needs are met within the community

## **KEY SELECTION CRITERIA**

Selection will be based on the qualifications, knowledge experience and past performance, abilities, skills and personal attributes that are required for achieving the key accountabilities above.

### **A. QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

1. Qualifications (Certificate IV or higher) and experience in Aged Care or Disability Services
2. Have previous experience as a manager/team leader/supervisor of a team of more than 3 people in a related service.
3. Provide evidence of professional qualifications and current registrations and previous work experience

#### **Desired:**

4. Tertiary qualification in Management

### **B. ABILITIES AND SKILLS**

1. **Resident focus:** Ability to understand varying perspectives and to respond accordingly; values people with disabilities; listens to residents in order to seek ways to support them to pursue their individual interests; wishes, desires and goals and actively promotes independence and community inclusion, Working in close partnership with and being accountable to residents and their families/advocates.
2. **Service Excellence:** Constantly looks for continuous improvement opportunities and ways to innovate and encourage others to do the same; takes responsibility for correcting problems promptly and without becoming defensive makes specific changes in work methods to improve outcomes quality and timelines of services; monitors resident, staff and stakeholder satisfaction
3. **Stakeholder Management:** Takes concrete steps to add value for the stakeholders; links people with other areas as appropriate; monitors resident and stakeholder satisfaction. Constructively deals with stakeholder issues.
4. **Leadership:** Ability to build a cohesive team with clarity around goals and accountabilities. Supports individuals and the team; delegating responsibilities and monitoring outcomes. Ability and confidence to make independent day to day operational decisions.
5. **People Management:** Aligns team with organisational values and goals through effective people management and modeling; maximizes effectiveness by selecting, developing, managing and motivating a high performing team; clearly define role expectations; monitors performance; provides timely and constructive feedback and facilitates employee development. Time management to achieve timelines in an environment where the workload and staffing varies.
6. **Systems Thinking:** Identifies and understands the long-term impact of particular courses of action on the organisation's objectives; understands how various processes within an organisation interrelate recognizes the components and inter-connectedness of a system.
7. **Policy Skills:** Aware of and interprets policies, enterprise agreements and awards, draft simple procedures using research skills and consults with stakeholders; provides feedback on draft policies.

### **C. PERSONAL ATTRIBUTES**

1. **Developing others:** Actively seeks to improve other's skills and talents by providing feedback; coaching and training opportunities; appropriately delegate responsibilities to further the development of others; empower others by giving them the capacity to accomplish tasks effectively
2. **Flexibility:** Are adaptable, receptive to new ideas; responds and adjusts easily to changing work demands and circumstances and are not bound by the old way of doing things; provide personal care and perform household duties as required.
3. **Self-discipline:** Maintains a consistent and sensible pattern of behaviour under pressure in physically and sometimes emotionally demanding environment; restrains inappropriate emotions during a situation of interaction; recognizes own limitations and works with others to ensure plans are

achieved. Problem solving skills, flexibility and lateral thinking are essential to approach a range of tasks and issues.