

# Position Description



<b>Title</b>	Coordinator of Resident and Employee Engagement
<b>Business Unit</b>	Uniting Neurological Support Services
<b>Location</b>	515 Highbury Rd, East Burwood / 66 Willow Avenue, Glen Waverley
<b>Employment type</b>	Ongoing, Full-time
<b>Reports to</b>	Clinical Operations Manager

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Coordinator of Resident and Employee Engagement leads a team of Disability Support Workers providing high quality, person-centred support to individuals with Huntington's disease, other complex neurological disorders and spinal cord injury living in a group community residential setting at Uniting Neurological Support Services (UNSS). UNSS operates across two sites, a 30 bed facility, comprising three separate houses, each accommodating 10 people, in Burwood East and a facility accommodating 6 people in Glen Waverley.

The position aims to empower individuals to achieve their potential and live the life they choose. Consumers are supported to maintain their independence, exercise choice and control and maintain relationships in accordance with their individual person-centred plans.

Approved by: (position [see delegations of authority policy])	Page 1 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

## Position description

### Coordinator of Resident & Employee Engagement



The Coordinator of Resident & Employee Engagement is a critical role as a key contact point between consumers, their families and employee to ensure positive and productive communication is an integral part of the care and support provided at UNSS.

The position is also required to maintain positive professional relationships with providers of other services and activities consumers access and may be required to advocate for consumers with other service providers.

In addition to leading the team, the position is responsible for assisting consumers with daily living and may involve assistance with social support and recreation activities, showering, toileting, dressing, meals, use of physical and communication aids, transport, medication administration and other activities.

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### 3. Scope

**Budget:** nil

**People:** Disability Support Workers

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### 4. Relationships

**Internal:**

- Consumers, their families and advocates
- Senior Program Management
- Uniting employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions

**External**

- Members of our consumers community
  - Allied health and medical professionals
  - Other services supporting UNSS consumers
  - Government funding bodies and contracting organisations
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### 5. Key responsibility areas

**Service delivery**

- Support consumers to achieve their goals and aspirations through provision of quality service and active engagement with consumers
- Empower consumers to make decisions, exercise personal choice, initiative and self-expression
- Ensure that consumers are at all times accorded respect, dignity, privacy and confidentiality
- Maintain awareness of client's needs
- Actively promote a home like environment that enhances the consumers' wellbeing and is welcoming to families, friends and others.
- Demonstrate sensitivity and respect for diversity and differences in client cohort.
- Apply and contribute to the further development of organisational practice models, procedures and relevant legislation when working with consumers

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Approved by: (position [see delegations of authority policy])	Page 2 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

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## Coordinator of Resident & Employee Engagement



- Other duties as directed
- Service planning**
- Under the direction of the Clinical Operations Manager, contribute to the development, review and implementation of all relevant consumer plans e.g. care plans, behaviour support plans.
  - Contribute to team planning, service planning, work process improvements and day to day administration.
  - Identify areas of improvement regarding client need and house matters.
  - Work with the Leadership team to identify options for improving work processes.
- Communication**
- Provide accurate written information using forms, log books and templates appropriate to the task; use organisational technology, such as emails, electronic records and data entry systems.
  - Provide feedback to more senior employees on any issues that may arise requiring their attention.
- People and teams**
- Establish, lead, coach and inspire an engaged and productive team
  - Lead the team in leading practices and effective process governance
  - Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
  - Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
  - Promote and maintain a positive, respectful and enthusiastic work environment
  - Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Legal requirements & risk management**
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
  - Foster a culture where risks are identified and appropriately managed
  - Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Personal accountability**
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.

Approved by: (position [see delegations of authority policy])	Page 3 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

## Position description

### Coordinator of Resident & Employee Engagement



- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Essential: Certificate IV in Disability
- Essential: Current first aid level 2 (including CPR)

### Experience

- Previous experience in the disability sector (Desirable)
- Experience in the management of teams providing direct service delivery to consumers
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- Ability to problem solve and effectively give and receive feedback

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning teams aligned to the organisational values and goals, particularly those related to consumer-centredness; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Teamwork:** Cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

Approved by: (position [see delegations of authority policy])	Page 4 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

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## Coordinator of Resident & Employee Engagement



- **Problem-solving** – Proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

### Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver’s License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood and accepted the above Position Description**

	<b>Employee</b>	<b>Manager</b>
Name:		
Signature:		
Date:		