

# Position description

## Melba Centre Coordinator



<b>Title:</b>	Melba Centre Coordinator
<b>Business Unit:</b>	Aged & Carer Services, Social Support
<b>Location:</b>	Healesville
<b>Employment type:</b>	Part Time – 4 days per week
<b>Reports to:</b>	Coordinator Aged and Carer Services

### About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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, trans, gender diverse and intersex (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

### Position purpose

The Melba Centre Coordinator will lead a team of staff and volunteers to deliver high quality client services; will monitor, evaluate and report on the service being delivered; will foster and drive a positive work place culture; will promote the principles of wellness and reablement; and will help develop a program that is flexible and innovative. The role will oversee the Melba social support group program located in Healesville. The Coordinator will ensure day-to-day delivery of a program of suitable activities to maximise client participation, enhance well-being and independence and promote active and healthy ageing.

### Scope

<b>Budget:</b>	Nil
<b>People:</b>	Program staff and volunteers

### Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• All aged care and administration staff</li><li>• All Corporate Support Services staff</li><li>• The Uniting Church</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Consumers</li><li>• Volunteers</li><li>• Families &amp; Carers</li><li>• Local community providers / partners</li><li>• Government funding bodies</li></ul>

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Date Approved: October 2020		Next Review Date: October 2021

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### Key responsibility areas

#### Leadership and Teamwork

- Deliver high quality customer service by leading and developing a team of staff and/or volunteers to provide a flexible model of service delivery, while meeting relevant performance and outcome indicators and achieving excellent consumer outcomes
- Lead your team by example; being yourself a respectful, professional, constructive, and collaborative team member, who demonstrates flexibility to work across all areas as and when required
- Have the capacity to communicate effectively, in a range of mediums and a variety of settings, working toward best outcomes for consumers
- Demonstrate an ability to work effectively in a changing environment while supporting change within the team
- Show initiative and demonstrate an innovative approach when responding to consumer choice and decision making
- Actively participate in Uniting's staff and volunteer management processes, such as supervision, coaching, constructive feedback, assistance with task prioritization, team meetings, performance reviews and professional development opportunities
- Promote a healthy workplace culture, including the development of productive working relationships and a positive work-life balance
- Attend relevant Uniting and/or local network meetings as required

#### Service delivery

- Manage the day to day operations of your team, ensuring all aspects of service delivery are undertaken
- Identify opportunities for improvement and work with the leadership team to implement positive, innovative, and creative change; whilst encouraging this in others
- Be proficient in undertaking client assessment and developing individualized support plans that reflect the principles of wellness and reablement and consumer choice
- Ensure consumer and volunteer reviews are completed in a timely manner
- Develop and maintain strong working relationships with consumers, carers, volunteers, staff, key stakeholders, and internal and external networks
- Identify, mitigate and report risk through identified channels and processes, demonstrating an understanding of individual, program and organizational risk, as well as an appropriate sense of urgency in risk reporting
- Understand and contribute to as required your program budget and adhere to Uniting's financial management processes, such as petty cash, invoicing, reimbursements, etc.
- Demonstrate excellent time management skills

#### Communication

- Demonstrate highly developed verbal and written communication skills, with a strong attention to detail
- Actively listen and respond to consumers, families, carers, volunteers and your staff with respect and professionalism
- Demonstrate the capacity to provide a high standard of reporting to internal stakeholders and external government or other funding bodies as requested
- Maintain accurate and timely records in consumer/volunteer management systems

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- Understand the importance of, and embed the principles of privacy and confidentiality

### 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
- 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

### Performance indicators

- High quality outcomes for clients and stakeholders
- Service development and innovation
- Service targets are met and reported on as required

### Person specification

- Qualifications**
- Relevant Tertiary qualifications in Social Work, Welfare, Community Services, Health/Allied Health or equivalent
  - Current WWCC
  - Valid Victorian Drivers Licence
  - Satisfactory police records check (repeated every 3 years)

- Experience**
- Experience working in the Aged Care sector
  - Demonstrated team management experience
  - Working with clients, families, advocates, and other stakeholders
  - Developing and supporting small groups and activities
  - Experience in writing support plans that actively reflect consumer choice and the wellness and reablement model
  - Leading a team through change
  - Ability to drive a 12-seater bus

- Core selection criteria**
- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
  - **Teamwork:** willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment

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- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Consumer Focused:** Prioritises needs of consumers and seeks innovate and creative ways to provide consumer choice

### 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.*

### Employee

Name:

Signature:

Date:

### Manager

Name:

Signature:

Date: