

# POSITION DESCRIPTION

<b>Position Title</b>	Coordinator Older Persons High Rise/OPHR, Supported Residential Services/SRS & Supported Accommodation for Vulnerable Victorians Initiative/SAVVI		
<b>Program Division</b>	Community Care		
<b>Team Area</b>	OPHR/SRS/SAVVI		
<b>Position number</b>	VAC0556		
<b>Classification Grade &amp; Level</b>	<ul style="list-style-type: none"> <li>Social work (Class 4/SCHADS 7), Nursing (CHN 4B), Allied Health (Deputy Chief) , Community Development (Class 3/SCHADS 7) or other related health discipline Agreement</li> <li>Levels Dependent upon experience</li> </ul>		
<b>Enterprise Agreement or Award applicable</b>	<a href="#">Victorian Stand Alone Community Health Centres, Health Professionals Multi-Employer Agreement 2012-2016</a> <a href="#">Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020</a> <a href="#">COMMUNITY HEALTH CENTRE (STAND ALONE SERVICES) SOCIAL AND COMMUNITY SERVICE EMPLOYEES MULTI ENTERPRISE AGREEMENT 2017</a>		
<b>Employment details</b>	<input type="checkbox"/> Full-time 1.0 FTE	<input checked="" type="checkbox"/> <b>Part-time</b> <b>FTE – 0.9 EFT</b>	<input type="checkbox"/> Casual
	AND		
	<input type="checkbox"/> Permanent on-going	<input checked="" type="checkbox"/> <b>Fixed Term</b> <b>From: 01/04/19 To: 05/08/19</b> Fixed term reason: <input type="checkbox"/> Parental Leave Replacement <input checked="" type="checkbox"/> <b>Specific Project or Purpose ( Long Service Leave Backfill)</b>	
<b>Position reports to</b>	Program Manager – Community Care		
<b>Ordinary location(s)</b>	Prahran		
<b>Closing Date</b>	Tuesday 26th February, 2019 @ 5 pm		
<b>Recruitment contact</b>	Email: <a href="mailto:recruit@Starhealth.org.au">recruit@Starhealth.org.au</a>		

## Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of *health and wellbeing for all*, Star Health is guided by our distinct service

principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

**Website Information:** <http://www.starhealth.org.au/>

Star Health offers a comprehensive and industry leading suite of Employee Benefits  
See <https://www.starhealth.org.au/careers/employee-benefits/> for information.

### Purpose of Position

The Coordinator Older Persons High Rise, SRS and SAVVI is accountable for the leadership and operational oversight of the OPHR, SRS and SAVVI teams across STAR Health. The position objective is to lead the service development of this group of services, ensuring the delivery of targeted high quality services to the community, ensuring services are meeting the needs of disadvantaged and complex clients in diverse situations . In addition, the Coordinator role ensures services delivered to individual clients and groups is offered within a community development framework and in partnership with other relevant stakeholders e.g. SRS proprietors , DHHS-Housing , to maximise the opportunities provided for residents of SRS services and older people in public housing .

The Coordinator Older Persons High Rise, SRS and SAVVI sits within the broader Community Care program leadership team which consists of the Program Manager, and 7 Coordinators who manage diverse teams across the Program Group. The position is directly accountable to the Program Manager, Community Care. The Coordinator is responsible for approximately 10 EFT and is required to contribute to the strategic development and leadership of the broader organisation.

### Key Responsibilities

- Provide day-to-day responsive support and guidance for team and site staff including timely individual clinical support and monthly supervision to team members.
- Participate in the co-ordination and implementation of team service delivery and specific groups and projects
- Coordinate recruitment processes in consultation with Program Manager including staff selection and orientation
- Perform specific line-management duties including nominated leave approvals, time-sheet oversight, monitoring statistics against targets, purchase ordering, and responsibility for monitoring team budget and flexible care funds as delegated by the Program Manager
- Identify staff development priorities and contribute to relevant training and development activities within organizational policy and budget
- Facilitate relevant internal and external meetings
- Communicate with the Program Manager about issues affecting individual and team performance that may impact on clients and service delivery.
- In collaboration with the Program Manager, coordinate and facilitate the planning, implementation and evaluation of services, including meeting reporting requirements
- In consultation with the Program Manager contribute to the development, implementation and/or review overall direct service delivery policy and protocols.
- Enhance the Program's capacity for community participation in service planning, implementation and evaluation.
- Maintain a continuous quality improvement approach, including receiving and acting upon client feedback and utilising appropriate evaluation tools.
- At the request of the Program Manager investigate, resolve and report on any client related complaints.
- Provide leadership to foster a positive and supportive environment at STAR Health sites
- With support from the Program Manager, drive the performance management process for the Team (performance appraisal) and annual planning process.
- In consultation with Program Manager and the other Program Coordinators develop links within the wider community and be informed about sector directions and funding opportunities.
- Participate in organisation-wide working group(s), and special projects as requested.
- Represent the Program as directed by the Program Manager

<https://starhealthau.sharepoint.com/Shared Documents/HR/Position Description & PD Library/CC/Coord OPHR PD VAC0556 CD-26-2-19.docx>

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Review Date: 12/2/2019

Review by: PM – Community Care

- To attend and contribute to staff development and supervision programs, and to attend relevant courses and mandatory in-house training when appropriate and to participate in peer review/practice review.
- Actively participate in an annual individual performance plan, which determines key responsibilities, strategies and performance indicators in line with the organisation's Strategic Plan and Program Business Plan.

### Key Capabilities

It is mandatory that the Coordinator is able to demonstrate the following competencies:

**Communication:** The ability to present information clearly and persuasively and seek out the ideas and views of others. The capacity to adapt to a particular situation, while being professional, concise and engaging. To ensure messages are understood and that input from others has been heard. The ability to present well-constructed written communication.

**Decision making:** The capacity to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks. The ability to generate solutions to problems based on sound judgement and awareness of the potential implications of these solutions.

**Teamwork:** The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills. The Coordinator will support others' contributions and guide the process towards its goal in a timely manner and ensure that everyone has an opportunity to articulate his or her views.

**Behavioural Flexibility:** The capacity to make decisions in sometimes ambiguous circumstances and to lead the change process within the team and across Star Health. The Coordinator will adjust strategies and behaviours as new information becomes available and as priorities change.

**Action Management:** Ensure the timely delivery of services and programs, and prioritise issues based on their importance and urgency. Organise activities to optimize financial and human resources; and build contingency plans into strategies for action.

**Interpersonal Relations:** Understand the importance of fostering positive relationships with co-workers and relevant external organisations. Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people. Deal with differences of opinion fairly before they escalate into conflict and finds common ground among individuals when opinions differ.

**Leadership:** The ability to inspire and guide individuals and team members including the meaningful link between the Star Health Strategic plan and the individual's role in day to day operations. The ability to encourage and enable team members to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

**Client Focus:** The ability to ensure quality service provision and duty of care for all clients within their team. An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.

### Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]

Essential	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social work , Nursing , Allied Health , Community Development or other related health disciplines</li> </ul>
Preferred	<ul style="list-style-type: none"> <li>• Relevant post -graduate qualifications</li> </ul>
Professional Membership(s)	<ul style="list-style-type: none"> <li>• Eligibility for membership of relevant professional association</li> </ul>

### Experience [Industry sector, field of practice]

Essential	<ul style="list-style-type: none"> <li>• Extensive experience leading multi-disciplinary teams who work with hard to reach and/or marginalized client groups</li> <li>• Experience working in public health or community setting</li> </ul>
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Key selection criteria – Essential	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Relevant management and supervisory experience including well developed clinical supervision skills.</li> <li>• Demonstrated high level interpersonal, facilitation and consultation skills and the ability to effectively communicate with internal and external stakeholders and staff.</li> <li>• Demonstrated experience in planning and evaluation (theory and practice)</li> <li>• Excellent interpersonal and communication skills (including high level written skills)</li> <li>• Experience in and commitment to a strength based model of care, community development and consumer participation</li> <li>• High levels of emotional intelligence</li> <li>• Knowledge of or the ability to quickly acquire knowledge of the local service environment.</li> <li>• Demonstrated ability to meet the STAR health behavioural competencies as defined in the position description.</li> <li>• Contribute to ensuring good clinical governance through an understanding of effective risk management strategies and frameworks for improving clinical effectiveness.</li> </ul>
Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR	
<b>Protecting Children Policy Information</b>	<ul style="list-style-type: none"> <li>• Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.</li> </ul>
Organisational Responsibilities	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• <b>Resilience</b> - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.</li> <li>• <b>Initiative &amp; Accountability</b> - Takes responsibility for actions and proactively implements work plan and addresses issues.</li> <li>• <b>Empathy and Cultural Awareness</b> - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.</li> <li>• <b>Continuous Quality Improvement</b> - Identify continuous quality improvement opportunities and act upon when/where relevant</li> </ul>
<b>Other Licence(s)</b>	Unrestricted Victorian Driver Licence (or equivalent)

Important information
<ul style="list-style-type: none"> <li>• Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.</li> <li>• Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.</li> <li>• Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne</li> </ul>

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- Offers of employment are contingent upon:
  - A successful reference check (all positions);
  - Non-adverse Criminal Record check (all positions);
  - Fitness for Work medical examination (specific positions);
  - Holding and maintaining a valid 'Working with Children Check' (all positions)
  - Undertake a DHHS Disability Exclusion Worker Check (specific positions)

***Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.***

*Some roles may require candidates to undertake psychometric testing prior to appointment.*

### Salary Packaging Information

- Star Health currently has two types of Salary Packaging:
  - General salary packaging of \$15,900 per FBT year
  - Meal Entertainment/Facility leasing of \$2,550 per FBT year

*Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.*

### AUTHORISATION

Person who completed and authorises this Position Description	Position Title:	PM Community Care
	Program / Division:	Community Care