

(Special Version)

**Branch:**

- Client Services.

**Team:**

- Mobile Team.

**Organisational Context:**

ADSSI Limited trading as *Maitland Community Care Services* and *Adssi In Home Support* is a not for profit organisation that provides practical services that promote wellness, choice, lifestyle and independence. Our primary purpose is to make a difference in the lives of people in our community, particularly the frail aged, people living with disabilities and dementia, carers, those who are transport disadvantaged, and others who may need support.

ADSSI has offices in Maitland (MCCS) and Tuggerah (Adssi). In this document, the company is referred to collectively as ADSSI.

The Client Services Mobile Team carry out deliver face to face services to our clients in the home and community, with paid workers and volunteers.

The Client Services Branch is responsible for the assessment and provision of a range of services to clients including all intake, assessment and provision of services social support and community access, personal care, domestic assistance, nursing, meals, transport, home maintenance and yard maintenance, referrals, rostering and coordination.

**Organisational Relationships:****Position reports to:**

- Client Services Mobile Team Leader

**Positions Supervised by this Position:**

- Volunteers
- Drivers on outings

**Key Relationships / Interactions:**

- Client Services Office Team Members
- Transport team and drivers (bus and car)
- Administration team members
- Marketing and Communications
- Management

**Position Summary:**

Maintaining social connection to family, friends and the community is essential for health and wellbeing.

This is an exciting and creative role that support clients to remain living at home by developing, coordinating and delivering a range of activities that provides opportunities for clients to socialise and maintain connection with their family, friends, community, and activities of interest. Social activities may

include coordinating individual, small group or larger group events. Events may be one-off or part of an ongoing program or calendar of events.

Clients may include those with disabilities who are participants of the NDIS and aged care clients receiving services under the Commonwealth Home Support Program or through a Home Care Package.

The role includes researching, planning and developing program of activities, marketing and promotional activity, coordinating a team of assistant volunteers, liaising with clients, taking bookings, scheduling outings, coordinating transport, attending/facilitating events, conducting risk assessments and mitigating risk, data collection, reporting, evaluation.

The role works closely with our Client Service Advisors, rostering and the transport team.

All actions are taken to ensure Home Care Standards are met or exceeded within organisational resources.

The role requires working within the organisation's IT platforms including our client management system (TRACCS, RouteMatch) and our quality system (ikey).

The role contributes to the client experience and continuous improvement in service delivery.

### **Location:**

Position is currently based at 27 John Street, Telarah, NSW 2320.

Activity groups are conducted at a range of venues in the Maitland LGA and surrounds

### **Employment Instrument:**

ADSSI Limited (trading as Adssi HomeLiving Australia) Enterprise Agreement 2016.

Level 4, Pay Point as detailed in contract.

### **Employment Status:**

Part time.

12 month contract - parental leave replacement.

All new appointees will have a 6 month Probationary period and hours as defined in the Employment Agreement.

### **Special Conditions:**

For ongoing employment, staff are required to maintain the following:

- Maintain a drivers licence
- Maintain a current First Aid Certificate
- Current immunisation, as outlined below
- A Federal Police Record Check less than 3 years
- Current Working with Children Check
- Code of Conduct and Ethics signed each year
- Signed confidentiality agreement less than 3 years old, that requires employees to keep organisational, staff and client information confidential
- Physically able to provide a range of tasks and meet the position demand requirements listed
- All staff are subject to random Drug and Alcohol testing
- May be expected to use own comprehensively insured vehicle for which reimbursement will be made for approved organisational travel
- Completion of the free of charge online training listed below and production of completion certificates is required prior to starting work. All five modules is expected to take up to five hours.

#### **NDS Disability Induction Program,**

Go to <http://www.carecareers.com.au/page/disability-induction-program>.

**What is Dementia?** from Alzheimer's Australia. The program takes about one hour to complete. Note: when registering select the default NA-Not Applicable option under Organisation. Go to <http://www.dementialearning.org.au/course-offerings>.

**LGBTI Training for Aged Care Sector. (ACON)**

This will be sent to you once you have started.

**Organisational Equipment on Loan for this Role:**

- Phone
- Laptop
- iPad

**Vaccinations:**

Before being offered a contract applicants will be required to provide documented evidence of the following vaccinations.

Annual influenza is recommended. (This is currently under review by the Government and may change).

<i>Disease</i>	<i>Evidence of vaccination</i>	<i>Documented serology results</i>	<i>Other acceptable evidence</i>
<b><i>Diphtheria, tetanus, pertussis (whooping cough)</i></b>	One adult dose of diphtheria/ tetanus/ pertussis vaccine (dTpa). <b>NOT ADT</b>	<b>Serology will not be accepted.</b>	<b>Not applicable</b>
<b><i>Hepatitis B</i></b>	History of completed age-appropriate course of hepatitis B vaccine. <b>Not "accelerated" course.</b>	Anti-HBs greater than or equal to 10mIU/mL.	Documented evidence of anti-HBc, indication past hepatitis B infection.
<b><i>Measles, mumps, rubella (MMR)</i></b>	2 doses of MMR vaccine at least one month apart.	Positive IgG for measles, mumps and rubella.	Birth date before 1966.
<b><i>Varicella (Chickenpox)</i></b>	2 doses of varicella vaccine at least one month apart (evidence of one dose is sufficient if the person was vaccinated before 14 years of age).	Positive IgG for varicella.	History of chickenpox or physician-diagnosed shingles (serotest if uncertain).

**Principle Duties:**

- Developing, implementation and evaluating a monthly social calendar of group events for MCCA clients.
- Ensure that all social activities and pricing falls within the set budget
- Publish monthly calendar and coordinate distribution. Develop other associated promotional material as required.
- Liaise with clients and match to events and activities.
- Develop and coordinate social support individual activities, and match to volunteers/workers
- Conduct risk assessments on venues, activities and clients to ensure risk are identified, eliminated or mitigated
- Ensure the program meets the principles of wellness and reablement and which cater to a variety of tastes, interests and abilities
- Plan and book any entertainers, activities or venues required to deliver the approved program
- Work closely with the Volunteer Coordinator, rostering/transport team to ensure that the events are appropriately resourced and client transport provided
- Using our client management systems, schedule clients to outings and book transport, including pricing/fares
- Maintain client records, incident records, feedback records
- Follow requisition and receipting procedures for all purchases made for and on behalf of the program
- Achieve growth in new CHSP clients attending MCCA group/individual activities
- Achieve the MCCA Social Support outputs on a annual basis

- Monitoring and reporting changes in clients status to Client Service Advisor and Registered Nurse
- Promote and assist clients access other MCCS / community services to support their wellbeing

### Delegations:

- Approve Group / Individual Activities expenses.
- Approve Group activity volunteer hours and expenses.

### Accreditation Responsibilities:

As Social Support Coordinator the role contributes to:

- Accurate data recording for monthly outputs report
- Updating client records to ensure accurate data and portal maintenance
- Correct billing details and pricing to ensure accurate invoicing
- Assist in monitoring and correcting data quality in client management systems

The position has a fundamental role to play in duty of care to our clients and implementing Disability and Aged Care Standards:

- Record keeping
- Responding to accidents, incidents, complaints
- Risk assessment and client safety
- Risk assessment and volunteer safety
- Maintaining confidentiality and privacy of organisational, volunteer and client data

### Position demand Requirements:

<b>PHYSICAL DEMANDS</b>	<b>Frequency</b>
<b>Sitting</b> - remaining in a seated position to perform tasks;	Frequent
<b>Standing</b> - remain standing without moving about to perform tasks;	Infrequent
<b>Walking</b> - Floor type: even/uneven/slippery, indoors/ outdoors, slopes;	Frequent
<b>Running</b> - Floor type: even/uneven/slippery, indoors/ outdoors, slopes;	Infrequent
<b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks;	Frequent
<b>Trunk twisting</b> - Turning from the waist while sitting or standing to perform tasks;	Occasional
<b>Kneeling</b> - remain in a kneeling posture to perform tasks;	Occasional
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks;	Infrequent
<b>Leg / Foot Movement</b> - Use of Leg and / or foot to operate machinery;	Frequent
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps;	Occasional
<b>Lifting / Carrying</b> - Light lifting & carrying: 0-9 kg;	Occasional
<b>Reaching</b> - Arms fully extended forward or raised above shoulder;	Infrequent
<b>Head/Neck Postures</b> - Holding head in a position other than neutral (facing forward);	Infrequent
<b>Hand &amp; Arm movements</b> - Repetitive movements of hands and arms;	Constant
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands;	Constant
<b>Work at Heights</b> - Using ladders, footstools, or other objects to perform work;	Rare
<b>Driving</b> - Operating any motor powered vehicle;	Frequent
<b>Sunlight</b> - Risk of Sunburn exists from spending more than several minutes per day in sunlight;	Occasional
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C;	Occasional
<b>Confined spaces</b> - areas where only one egress (escape route) exists;	Occasional
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground;	Occasional
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls;	Occasional
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases;	Occasional

<b>PSYCHOSOCIAL DEMANDS</b>	
<b>Distressed People</b> - e.g. Emergency or grief situations;	Occasional
<b>Aggressive &amp; Uncooperative People</b> - e.g drug/alcohol, dementia, mental illness;	Occasional
<b>Unpredictable People</b> - e.g dementia, mental illness, head injuries;	Occasional
<b>Exposure to Distressing Situations</b> - e.g abuse, dead body	Infrequent

### **Person Qualities Required:**

- A demonstrated energetic and enthusiastic approach to building the Social Support Program
- Creative ability to develop a varied program which will meet the needs of MCCS client base
- Excellent rapport with clients
- Friendly, respectful and professional demeanor
- Discretion and ability to stay calm under pressure
- Ability to conduct risk assessments on proposed activities
- Ability to work independently and as part of team.
- Commitment to quality and exceeding accreditation standards.

### **Essential Criteria:**

- Demonstrated ability to plan, coordinate and deliver activity programs suited to MCCS' client groups
- Certificate IV in an appropriate discipline.
- Excellent verbal and written communication skills
- Experience in supervising a team of people delivering customer/client services.
- Experience & proficiency with computer systems.
- General knowledge of Maitland Local Government Area.

### **Desirable Criteria:**

- Previous paid experience in providing care to people within the community.
- Leisure & Lifestyle Certificate IV.
- Experience working with volunteers.

### **Key Result Areas and Indicators:**

#### **1. Operational Key Result Area:**

<b>Responsibility</b>	<b>Indicators</b>
Develop a Group Activities monthly calendar that embodies the principles of Wellness & reablement and will produce an average of 800 hours of social support Group outputs a month.	<ul style="list-style-type: none"> <li>• Plan documented and approved by management</li> <li>• Plan reviewed and evaluated</li> <li>• Monthly calendar be available 3 weeks before the commencement date.</li> <li>• Plan of weekly events to include a diverse range of activities including exercise.</li> <li>• Male participation increased.</li> <li>• Client numbers increased.</li> <li>• Client satisfaction is greater than 90% in surveys .</li> </ul>
Activity group expenses documented and forwarded to finance in a timely manner.	<ul style="list-style-type: none"> <li>• Documentation and dockets forwarded to accounts within 1 working day.</li> </ul>
Build the Individual Program; liaising with Support Advisors, clients, and SSI volunteers	<ul style="list-style-type: none"> <li>• SSI client target outputs met</li> <li>• Client satisfaction is greater than 90% in surveys</li> </ul>
Grow, support and develop social support Volunteer base	<ul style="list-style-type: none"> <li>• Volunteer numbers increase</li> </ul>
Ensure that each social activity is organised and	<ul style="list-style-type: none"> <li>• Social Activities budget met</li> </ul>

priced to fall within the budget guidelines	
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## 2. WHS Key Result Area:

Responsibility	Indicators
Ensure all activities are conducted to ensure the safety of all staff and clients at each activity.	<ul style="list-style-type: none"> <li>• Safe work practices followed.</li> <li>• All activity venues have a venue WHS check completed that is no older than 6 months.</li> <li>• Activities appropriate for skills and abilities of the client group</li> </ul>
Hazards are identified, documented in iKey and management strategies implemented to remove the risk.	<ul style="list-style-type: none"> <li>• TRACCS and iKey entries.</li> <li>• Evidence that hazard management plans are implemented.</li> </ul>
Clients assessed for appropriate enrollment/attendance at events.	<ul style="list-style-type: none"> <li>• Support strategies in place for clients in attendance</li> </ul>
Risks and incidents identified and managed on an ongoing basis.	<ul style="list-style-type: none"> <li>• Plans and events changed in response to unanticipated incidents/risks</li> <li>• Risks/incidents documented and reported immediately</li> <li>• Risk/incident response and management as per organisational procedure</li> </ul>

## 3. Quality Key Result Area:

Social Activity procedures, work instructions and safe operating procedures reviewed in accordance with the review schedule.	<ul style="list-style-type: none"> <li>• Evidence reviews are conducted and processed in a timely manner.</li> </ul>
All work is performed to ensure the Disability and Aged Care Standards are met or exceeded.	<ul style="list-style-type: none"> <li>• Evidence that the standards are achieved or exceeded.</li> </ul>
Participate in training and regularly reflect on professional practice and identify practical improvements.	<ul style="list-style-type: none"> <li>• Training attended.</li> <li>• Positive approach to implementing changes to the Group Activity program based on evidence based research.</li> <li>• Mandatory online training units completed.</li> <li>• Identify training needs.</li> </ul>
Monthly report completed on events, participation rates, evaluation	<ul style="list-style-type: none"> <li>• Monthly report completed.</li> </ul>
Social activities remain appropriate, within the wellness framework, popular and of high quality	<ul style="list-style-type: none"> <li>• CQI activities reported</li> <li>• Program modified as required</li> </ul>

## 4. Teamwork Key Result Area :



<b>Responsibility</b>	<b>Indicators</b>
Build communication within and across teams.	<ul style="list-style-type: none"> <li>• Participation in monthly team meetings.</li> <li>• Participate in discussions and offer suggestions for the team</li> <li>• Colleagues aware of SS program, issues, clients and able to provide input/information to Social program</li> <li>• Social activities well coordinated across rostering, transport, finance, volunteers, marketing</li> </ul>
Develop a culture of innovation and enablement for participants within volunteer group.	<ul style="list-style-type: none"> <li>• Value volunteer contributions.</li> <li>• Encourage their skill development.</li> <li>• Implementation of wellness and enablement in the group program.</li> </ul>
Build and support the social support volunteer base	<ul style="list-style-type: none"> <li>• Close working relationship with Volunteer Coordinator</li> <li>• Volunteers recruited and trained</li> <li>• Quarterly volunteer meetings/training conducted</li> <li>• Contribution to volunteer newsletter</li> </ul>

### 5. MCCS Brand Promotion Key Result Area.:

<b>Responsibility</b>	<b>Indicators</b>
Promotion of MCCS, with a emphasis on Group Activities, within the Community.	<ul style="list-style-type: none"> <li>• Assist in development of promotional material.</li> <li>• Positive role model.</li> <li>• Clients requests services from MCCS, and growth in clients attending activity groups achieved.</li> </ul>
Contribute media and client newsletter articles	<ul style="list-style-type: none"> <li>• Media releases.</li> <li>• Monthly newsletter articles.</li> </ul>

### Organisational Culture:

MCCS is a trading unit of ADSSI Limited. MCCS philosophy, approach to care, and values align with those of ADSSI Limited.

Maitland Community Care Services' purpose is to deliver a comprehensive range of services to residents of the Maitland Local Government Area and adjoining suburbs, and the broader Hunter region

MCCS is based in Telarah, employs local people and provides volunteer opportunities for community members.

Our employees and volunteers are dedicated to supporting local residents to stay at home and live independently.

Services offered aim to promote choice in how people receive their support and are designed to ensure clients have a fulfilling lifestyle, enjoy a range of social activities, have access to support services they need to remain at home.

MCCS culture is based on the following:

#### **Our Philosophy**

##### ***Your Community***

- We will support you to maintain connections with your community.

##### ***Your Way***

- We are there to work beside you to maximise your independence.

**Your Care Partner**

- We are your local community care provider working with you to live at home.

**Vision:**

"MCCS is the leader in the delivery of services that enable people to maintain an independent lifestyle in their community".

**Mission:**

"here to help".

**Values:**

- Professional
- Respectful
- Integrity
- Client Focussed
- Excellence

**Professional Development Review:**

In accordance with the organisation's development and support processes all supervisors and employees will use the Annual Professional Development Review (PDR) template when developing the annual review and the Professional Support Session template when conducting support sessions.

**Approval**

I approve the above Position Description

Signed: ..... Date: ... / ... / .....

Position: .....  
(Supervisor/Manager)

**Incumbent Statement :**

I have read, understand and accept the above Position Description.

Signed: ..... Date: ... / ... / .....

Full Name: .....

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