

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Services Coordinator
Division:	Community Services
Reports To:	Team Leader – Services Coordination
Responsible to:	General Manager
Location:	Head Office
Date:	May 2026

MAIN PURPOSE OF POSITION

The role of the Services Coordinator is to manage the scheduling of services to ensure the continued success of the community care programs at Co.As.It.

Community care programs are designed to assist older Australians to remain living in their own homes. These packages will be delivered on a consumer directed care basis to enable consumers to have choice and flexibility in the way that their care and support is provided at home.

KEY ROLES AND RESPONSIBILITIES

Administrative

- Be responsible for the rostering and any additional administration of the Community Care Program;
- Ensure that client entry/exit forms are completed and submitted to the Team Leader within one business day of the client commencing or ceasing services;
- Ensure clients have sufficient funds in their budget to allow for care services;
- Prepare letters and submissions as directed by the Team Leader - Services Coordination;
- Be responsible for the day-to-day administration of the relevant programs;
- Undertake (set-up and follow) administrative procedures and systems necessary for the effective running and development of the service and organisation to meet quality standards;
- Ensure that accurate records, accounts and reports are kept for the Community Care Program;
- Actively participate in the development of quality improvement processes;

- Manage, maintain and implement all brokerage services as per the relevant agreements;
- Oversee daily processing of service provider invoices, coding, allocating and data entry into individual client budgets;

Supervision, education and training of staff.

- Encourage teamwork and foster good communication with staff, clients, relatives, medical practitioners, allied health professionals and the community which the program services;
- Supervise allocated Community Care Workers, which includes rostering shifts, approval of leave, timesheets and any other documented requests;
- To conduct prescribed performance review and personal development plans for allocated Community Care Workers;
- Chair, coordinate and manage scheduled staff meetings;
- Ensure the rostering database is confirmed and ready for payroll on a fortnightly bases;
- Provide appropriate information, advice and support to staff with regarding the provision of care to clients.

Networking.

- Promote and facilitate access to relevant services for our clients;
- Initiate, develop and maintain ongoing contact and liaison with other specified organisations with a focus on services to the CALD community;
- Be up-to-date with current policies, changes to Government policy and ageing target groups. Research and recommend prompt action by Co.As.It.

Other

- Be responsible for implementing and monitoring relevant and appropriate EEO, WHS, Privacy and Confidentiality Policies and the Ethnic Affairs Priority statement;
- Abide by all Co.As.It. policies and procedures in daily work activities;
- Any other duties relevant to the service and organisation.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Services Coordinator needs to build extensive networks and strong consultative relationships within the organisation, as well as externally, with other services in the community and aged care sector.

These relationships include:

- The Co.As.It. Board of Directors, the General Manager and the senior management team;
- Staff within the Community Care Division, including Care Partners and Community Care Workers;
- Community Development and Counselling staff;
- Finance Team;
- Human Resources Team;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Funding bodies;
- Public and private health and community organisations concerned with the service provision to the community;
- Committees and conferences of government and other stakeholders.

CHALLENGES/PROBLEM SOLVING

Major challenges of the position include:

- Managing a number of people and stakeholders concurrently;
- Achieving milestones to the required standards, targets, budgets and timelines;
- Fully understanding the issues and exercising judgement when representing Co.As.It. on external committees and consultations;
- Working flexibly and adaptably to support programs and direction of Co.As.It.

DECISION MAKING

The position is accountable for the quality, integrity and accuracy of the advice provided and work performed within delegated authorities.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to community care services;
- Approval of changes to rosters, staffing and services;
- Content of advice and information provided to the Team Leader– Services Coordination.

Decisions that are referred to a supervisor include:

- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;

- Staff noncompliance with policies and procedures;
- Staff noncompliance with values and Code of Conduct;
- Major policy issues or conflicts arising in the course of work;
- Approval of Departmental reports, tenders and annual work plans;
- All expenditure;
- Recruitment;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- Oversee and ensure that all Departmental requirements and Co.As.It. Policy and Procedures are met for the allocated community care area including:
 - As it relates to client entry/exit reporting being met within the timeframe specified;
 - That 95% of clients planned services are confirmed by 5pm on a daily basis (Monday to Friday);
 - Consistently and effectively following procedures relating to Community Care Worker remuneration;
- To comply with The Aged Care Quality Standards;
- Ensure client individual budgets have sufficient funds to deliver the care plan;
- Ensure the use of shared resources and Community Care Workers for the benefit of clients.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

Essential

- Knowledge of the common physical, psychological and social issues affecting frail older people and people living with dementia;
- Demonstrated understanding of issues affecting older people from culturally diverse communities;
- Demonstrated understanding of the Australian Government funded aged care system;
- Demonstrated staff supervision skills;
- Highly developed interpersonal and communication skills, including ability to undertake complex negotiations and develop networks, relationships and partnerships with internal and external stakeholders;
- High level organisational and motivational skills;
- Possession of conflict resolution and negotiation skills;
- Ability to meet deadlines on a daily basis, manage competing priorities and tasks and delegate effectively;
- Well developed quality improvement and policy development skills;
- A commitment to working with people from CALD backgrounds;
- Experience with HCM or similar rostering program;
- Understanding of, and commitment to, Work, Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

Desirable

- Tertiary qualification or significant experience in a community or aged care setting;
- Fluency in Italian;

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....