

## JOB DESCRIPTION

### Neighbourhood Coordinator

#### ABOUT UNITING

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

##### Role Purpose

This role is responsible for leading a group of Support Workers and Volunteers to make a real difference in the delivery of person-centred Home and Community Care services. In this role, you will facilitate the delivery of quality services to support our clients to live in their homes for longer and stay connected to their local community. You will ensure that Support Workers and Volunteers foster strong, professional relationships and connections with each client and their circle of support. The role will also be the central point of contact for clients and oversee the coordination of services to help with navigating the relevant support based on individual client need.

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#### ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Home and Community Care team through the following:

- Advocate for client choice, informed decision making and flexibility – ensure that the voice of the client is heard in order to support independence, social engagement and quality of life.
- Maintain a high standard of conduct and work performance based on Uniting's values and policies.

- Ensure integration and collaboration across Home and Community Care, and Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Participate in local governance, continuous improvement and risk management activities to ensure that we are delivering quality and safe services.
- Ensure adherence to Uniting's values, policies and procedures as well as relevant legislative requirements at all times.
- Utilise Uniting technology, systems and all other practice tools as required.
- Ensure the safety and wellbeing of yourself, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Seek opportunities for personal development and continuing education to ensure that you are able to maintain your skills and knowledge relevant to your role and in line with the changing needs of the Aged Care industry.
- Understand and apply changes to the Aged Care industry in an environment of rapid growth and diversity.

As the Neighbourhood Coordinator, your role specifically will:

- Supervise your Support Workers and Volunteers to ensure that the efficient and effective delivery of services to clients is driven by client choice and in line with the care plan, budget, business strategy and the overarching service model.
- Contribute towards the establishment and support the coordination and management of each client's Circle of Support including assessment and care planning, when required.
- Oversee the coordination of services for each client in line with their individual needs.
- Collaborate and build strong, professional relationships with each client and their Circle of Support, including formal and informal supports, to meet the needs and preferences of the client.
- Ensure services and purchases for clients are authorised and within the clients' budget.
- Act as the primary point of contact for clients for service coordination, including procurement and scheduling.
- Manage the workforce administration activities for the local Neighbourhood team/s to maintain compliance within Uniting policy and procedure and the overarching service model.
- In collaboration with the Service Lead and Practice Coach, ensure that all team members have the necessary resources and capability required to deliver high quality and safe services.
- Identify opportunities for health, recreation and leisure for clients driven by their choice and preferences.
- Deliver individual and/or group-based or respite health / recreation / leisure services to clients, if required.
- Review and maintain the required client documentation in line with Uniting policies and procedures.
- In collaboration with your local team and the broader Home and Community Care network, identify and address future opportunities and challenges for the services.
- Travel between Uniting, client and community sites as required.
- Provide out of hours support for the 24/7 respite service if required (**Respite Cottages only**).

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## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:** Ageing - Home and Community Care  
**You'll report to:** Service Lead

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## YOUR KEY CAPABILITIES

### People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

### Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
  - **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
  - **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.
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## YOUR QUALIFICATIONS & EXPERIENCE

### Qualifications:

#### Mandatory

- Diploma or Bachelor qualification in a relevant field (such as Business, Aged Care or Healthcare) - working towards or Certificate qualifications with equivalent experience and work skills also considered
- Current First Aid Certificate
- Current and unrestricted Australian Driver's Licence

#### Desirable

- CHCCS303A Provide physical assistance with medication
- CHCAC319A Provide support to people living with dementia

### Experience & Skills:

This is a supervisory role, typically requiring three (3) or more years' experience, including two or more years' experience supervising a small team. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined.

- Demonstrated ability and commitment to ensure that the voice of the customer is heard and valued
- Previous experience in the Aged Care industry or community welfare setting

- An understanding of community-based Aged Care services
- Demonstrated understanding of person centred care to support the needs of the older person
- Demonstrated experience with coordinating and facilitating the delivery of services
- Demonstrated ability to apply critical thinking skills with the customer always at the centre
- Demonstrated ability to effectively plan and manage budgets
- Demonstrated ability to build and maintain strong working relationships with internal and external stakeholders
- Proficient in using multiple computer applications/systems and willingness to learn new systems/programs as required
- Confident in navigating and nurturing teams through ambiguity and change
- Demonstrated commitment to continuous improvement
- Demonstrated passion for social change and contributing to an organisation of influence for the most vulnerable, at risk and disadvantaged members of the community
- Ability and willingness to travel

**Even better:**

- Post-graduate qualifications in relevant field of work
- Experience using client management systems
- Own vehicle and current comprehensive car insurance
- Bachelor qualifications in Nursing or Allied Health and current registration with the Australian Health Professional Registration Authority (AHPRA) or other relevant regulatory authority (**Respite Cottages only**)

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	