

JOB DESCRIPTION

Systems 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.**

Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Uniting values diversity of ability, age, ethnicity, faith, sexual orientation, intersex variation or gender identity and we always welcome everyone, exactly as they are.

We are **one of Australia's largest and most trusted Service Providers** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

ABOUT THE ROLE

Role Purpose

This role is responsible for the coordination and support associated with the client management system in Home and Community Care (HACC). This role will work in partnership with other stakeholders including the local HACC teams, HACC business support and IT, acting as a subject matter expert to ensure the client management system is being used consistently and effectively with the aim of driving quality outcomes.

ROLE KEY ACCOUNTABILITIES

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

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.

- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- 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.

As the **Systems Coordinator**, your role specifically will:

- Act as the primary contact for the local Home & Community Care teams and business support for assistance with the client management system.
- Support the development and monitoring of the client management system (including policies, procedures, and related instructions)...
- Support the consistent delivery and adoption of the client management system across Home & Community Care and provide support and guidance for its effective implementation and maintenance.
- Support the regular measurement of (service delivery) client outcomes in accordance with the model of care.
- Proactively identify and manage system, data and non-compliance issues.
- Conduct reviews and audits of the client management system to support systems access, practice and optimisation.
- Identify and analyse trends emerging from program outcomes data, reports and information to inform recommendations for practice reviews, improvements and changes.
- Provide support and advice to the local Home & Community Care teams and business support to develop quality assurance and build capability in system use.
- Operate as a Subject Matter Expert in your area/s of specialisation, providing content expertise as required to the local Home & Community Care teams and business support.
- Contribute towards the efficiency and effectiveness of the Home and Community Care stream and Business Support team.
- Support the pursuit of excellence and innovation in accordance with the organisational priorities and strategies.
- Contribute to and/or coordinate projects associated with the client management system and quality management initiatives.
- Work with other Uniting functions and teams to ensure coordination across the organisation avoiding duplication, standardizing on efficient processes and delivering continuous improvement.
- Support all change control and version upgrade activities including the development of communication and managing relationships with internal stakeholders.
- Participate and comply with all quality management systems and processes.

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: Home and Community Care

You'll report to: Service Manager – Business Support

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Experience:

Typically, this role will require three (3) or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- In-depth knowledge of the Aged Care industry and regulatory framework, particularly home & community care
- In-depth knowledge of client management systems
- A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

Even better:

- Post graduate qualification in a relevant field
- Knowledge and experience in working with Carelink and/or AlayaCare

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	

Uniting

Signature:		Signature:	
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