



POSITION DESCRIPTION – Choose an item.

Position Title	Resident Support and Activities Coordinator	Department	Community Programs Goldfields Region
Location	Kalgoorlie-Boulder	Direct/Indirect Reports	6-12
Reports to	Kalgoorlie Short Stay Accommodation Manager	Date Revised	May 2021
Industrial Instrument	SCHADS		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0037614

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

This position is responsible for supporting residents staying at Kalgoorlie Aboriginal Short Stay Accommodation Facility to access and receive health, legal, family, financial, education, recreation, transport and other personal supports and services they need whilst visiting Kalgoorlie-Boulder. The position is also responsible for coordinating and delivering a wide range of regular educational, developmental and recreational programs and activities for adults, young people and children who utilise the facility and for ensuring that the activity program enhances the quality and enjoyment of residents' stay.

The position requires flexible working hours, with occasional early morning, evening and weekend work and the ability to participate in an on-call system, consistent with the provision of services that operate 365 days per year.

■ Position Responsibilities

Key Responsibilities

- Develop and document a holistic support plan for each resident and/or family group who books into and stays at Kalgoorlie Short Stay, consistent with their individual needs and the purpose of their stay at the facility.
- Support residents to access their financial entitlements and ensure that they have a payment plan in place for the duration of their stay.
- Ensure that all residents have a return to community plan and assist with travel arrangements, as needed.
- Support residents to attend appointments and access services, consistent with their support plan.
- Engage and liaise with external service providers and coordinate their visits to the facility, as needed to support residents.
- Maximise the opportunities for residents to engage in other Red Cross programs, as appropriate.
- Coordinate transport for residents and ensure that a regular bus service to and from the facility is provided.

- Arrange for children and young people staying at the facility to attend school regularly and ensure that they have the clothing and resources to attend school. Coordinate and deliver an activities program for children and young people after school, at weekends and during school holidays.
- Regularly consult with residents about the programs and activities they would like provided at the facility. Arrange and facilitate the provision of an activities program that meets the support and educational needs of residents of all ages and reflects their interests. Maintain and securely store all activities equipment.
- Work collaboratively with the team to ensure that residents are afforded meaningful opportunity to provide feedback and ensure that the feedback is used to influence positive change.
- Ensure that the activities program includes participation in community events and recognises and celebrates special days throughout the year. Ensure that the special days for individual residents, such as birthdays, are acknowledged and celebrated.
- Maximise opportunities for residents to contribute to the management and upkeep of the facility and the provision of activities and programs.
- Recruit and support volunteers to assist with the delivery of the activities program, facility management tasks such as gardening, housekeeping, maintaining the on-site store, administration and the provision of transport services.
- Maintain accurate resident, activities program and volunteer records and produce timely narrative and statistical reports.
- Help maintain efficient systems and processes that support a well-functioning, safe work environment and ensure compliance with Red Cross procedures and other contractual and legal requirements.

■ Position Selection Criteria

Technical Competencies

- Understanding of and respect for the issues impacting on Aboriginal people and culture in the Goldfields Region as well as ensure the continuous cultural safety of the KASSA facility.
- Proven ability to engage, consult with and support residents and to develop support plans that meet residents' needs.
- Proven ability to coordinate and deliver an activities program and facility services that meet the needs and interests of all residents, including an activities program for children and young people.
- Understanding of risk management and the ability to risk manage resident activities.
- Knowledge of Red Cross and external services and the ability to build and maintain effective working relationships with a wide range of service providers.
- Proven highly developed organisational, records management and time management skills.
- Excellent customer service, inter-personal and communication skills and the ability to liaise effectively with staff, volunteers, residents, visitors and external stakeholders.
- Demonstrated ability to maintain confidentiality and use discretion in seeking and relaying information.
- Proficiency in MS Office and experience using databases. Ability to produce accurate, timely statistical and other reports.
- Demonstrated initiative with the ability to assess the urgency and importance of situations and take appropriate action, flexibility, patience, empathy and a 'can do' attitude.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role.

- Drivers' Licence
- Minimum of 3 years' experience in a similar or related role.
- Qualification in community services or another relevant field (desirable).

Behavioural Capabilities

- **Personal effectiveness** | Achieve results | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and adjustment needs to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness** | Being culturally competent | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others
- **Team effectiveness** | Communicating | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness** | Focussing on clients | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness** | Managing risk | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters