

Position:	Garden Care Coordinator
Classification:	SCHCADS Grade 6 (Salary Packaging is available)
Hours:	28 hours per week
Responsible to:	Manager Aged Services

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to coordinate a dynamic service (Garden Care) based upon growing community need and that outcomes and activities may change over the course of time.

REPORTING & ORGANISATIONAL CONTEXT

The Coordinator is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Manager Aged Services. The Coordinator will be aware of the requirements of stakeholders such as Department of Health and Aged Care, the funding body, the Commonwealth Home Support Program and the transition to support at home under the new Aged Care Act 2024.

Service Objectives

- To provide a service which assists eligible people over 65 within the Inner West and South West Sydney Aged Care Planning Region to maximise their independence and wellness.
- To provide an Easy Care Garden service, Garden Support Service and/or the provision of a regular lawn mowing service.
- To provide a consumer directed service that is responsive to the needs of individual clients
- To monitor the needs of service users and refer to My Aged Care as appropriate

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Criteria:

- Relevant tertiary qualifications in Community Services or Business Administration
- Demonstrated ability in service development and management, particularly change management
- Experience and/or knowledge of the aged care sector and Commonwealth Home Support Program
- Exceptional organisational skills.
- Demonstrated experience in staff supervision and support
- Demonstrated experience in delivering a volunteer-based service
- High level communication skills including conflict resolution and negotiation skills
- Well-developed written communication skills
- Understanding of issues impacting older people
- Understanding of Consumer Directed Care/ Person Centred Approach
- Current driver's licence

- Computer skills, including Microsoft Word, Excel, Outlook, Sharepoint and a Client Relationship Management Database.

Desirable Criteria:

- Cross cultural skills
- Understanding and experience of working with disadvantaged communities
- Interest in gardening and the principles of Easy Care Gardening.

PRINCIPAL DUTIES

The Garden Care Coordinator oversees a team of staff including a Contract Administrator, a Garden Care Scheduler and team of field staff. While duties may be delegated to other staff it is the responsibility of the Coordinator to ensure they are carried out.

Planning and Evaluation

- Participation in CCCC Strategic Planning days
- To monitor service activities to ensure outputs are met as outlined in the funding agreement.
- Analyse, survey, evaluate and gather feedback from service users to determine level of success in achieving set objectives and client satisfaction.

Staff Supervision and Support

- Oversee the recruitment of Garden Care staff
- Ensure appropriate orientation and training of staff is undertaken
- Regular supervision and support of staff
- Ensure regular Garden Care team meetings are held
- Meet regularly with the GC Scheduler to ensure that staff rosters are developed in a timely manner to make the most efficient use of staff time, resources and volunteer hours

Volunteer Recruitment, Supervision and Support

- Ensure ongoing recruitment and processing of volunteers for the service, including interviewing, conducting reference and criminal record checks, and keeping of appropriate records.
- Ensure regular communication with Garden Care volunteers including actively seeking feedback and suggestions for service improvement
- Facilitate a sense of satisfaction and achievement among Garden Care volunteers through acknowledgement and promotion of social opportunities
- Assess and provide support and training

Effective workplace relationships

- Maintain effective working relationships with Centre staff
- Participate in Centre activities such as all staff team meetings, planning days and training
- Establish and maintain effective working relationships with external stakeholders
- Attend Aged Coordinator meetings and other relevant forums.

Service Development

- Work towards transitioning the Garden Care service to the new Support at Home program
- Prepare the service for changes to the business model in line with the new Aged Care Act 2024

Risk Management

- Ensure a safe working environment for staff and volunteers
- Ensure CCCC obligations under the Work Health and Safety Act are met
- Regularly review work practices to ensure safety of clients staff and volunteers
- Monitor items on the Risk Management Plan and ensure changes are made to policies and procedures which result reduced risk
- Monitor service levels to ensure that funding requirements are met and recommend service changes to maintain/boost outputs as required
- Participate in an annual internal audit of procedures and client data to ensure compliance with the Aged Care Quality Standards.

Service Delivery

- Together with the office team, receive enquiries and referrals about Garden Care and ensure appropriate client assessments are undertaken, including through MyAgedCare
- Refer clients to My Aged Care services as appropriate
- Ensure that a care plan is developed for each client and that services appropriate to client needs are delivered.
- Ensure that client data is properly maintained
- Ensure complaints and feedback are monitored and service improvements are implemented where needed.

Reporting and Compliance

- Ensure data is submitted to the Dept of Health and Aged Care as determined in the funding agreement
- Ensure service is operated according to the Aged Care Quality Standards
- Ensure lawn contractors comply with required documentation

Promotion and Publicity

- Ensure information relevant to Garden Care is available and accessible
- Provide content and stories to Communications officer as required

Financial Management

- Together with the CEO and the Manager Aged Services review spending against the budget on a quarterly basis and ensure expenditure is on track
- Ensure incoming and external invoices, payments and petty cash are submitted to the CEO and Book Keeper on a weekly basis
- Weekly reconciliation of client contributions and volunteer travel claims
- Oversee use of Bunnings and fuel card accounts by field staff
- Adhere to the Centre's Financial Policy.

Resource Management

- To ensure adequate supply and maintenance of all tools, equipment and vehicles, including keeping registration, servicing and insurance is up to date
- Maintain and update the Tool Asset Register
- Ensure City of Sydney Parking Permits are renewed in preparation for the new calendar year.

Other

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's Policy & Procedure manual.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name