

Position:	Garden Care Contract Administrator
Classification:	SHCADS Grade 4 (Salary Packaging is available)
Hours:	21 hours per week over 3 days
Responsible to:	Garden Care Coordinator

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 Contract Administrator is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Garden Care Coordinator.

Project 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 broker a regular lawn mowing service through onboarding of contractors
- To provide regular lawn mowing services to GC clients using contractors and field staff
- 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:

- Qualifications or demonstrated experience in Community Services or Aged Care
- Demonstrated experience in contract management and/or coordinating a lawns service
- Strong problem-solving and negotiating skills, with a focus on timely resolution of conflict or issues
- Empathy and understanding of issues impacting older people and their families
- Demonstrated ability to work well with people from all backgrounds
- Strong people skills and experience managing client/contractor complaints
- Ability to liaise effectively with clients, families and contractors
- Understanding of Consumer Directed Care
- 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.
- Experience using PowerBI

PRINCIPAL DUTIES

- Managing contractors – recruitment, list management, compliance
- Managing lawn mowing and garden care clients – recruitment, client/site assessments, contractor assignment, record keeping, feedback and complaints, escalating wellbeing concerns
- Invoicing and reporting – verifying monthly invoices sent by contractors to be paid by the bookkeeper, preparing service records/DEX data for submission monthly to funding body.
- To act as second in charge and step into the Garden Care Coordinator role as required.

Contract Management

- Provide Lawn Mowing Contractors with contracts and process all relevant documentation
- Ensure lawn fees are set at a reasonable mid-market rate, including implementing annual fee increases
- Manage Lawn Mowing Contractor compliance within our legal requirements

Planning, Evaluation and Reporting

- Provide input to guide the future direction of the Garden Care service
- To monitor service activities to ensure outputs are met as outlined in the funding agreement.
- Identify need for equipment update and maintenance

Staff Supervision and Support

- Provide support and direction to Lawn Mowing Contractors
- 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 clients and contractors

Service Development

- Maintain appropriate number of contractors to ensure sustainability of lawn mowing services

Risk Management

- Ensure a safe working environment for staff and volunteers
- Ensure CCCC obligations under the Work Health and Safety Act are met
- Identify any risks and hazards at site assessments and raise with Garden Care Coordinator

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 responded to in a timely manner

Reporting and Compliance

- Ensure service is operated according to the Aged Care Quality Standards
- Ensure lawn contractors comply with required documentation

Financial Management

- Check and submit invoices for payment to Bookkeeper
- Adhere to the Centre's Financial Policy.

Other

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's Policy & Procedure manual.
- Direct service delivery (gardening/lawn mowing) on a temporary basis during unexpected staff shortages

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name

