



Carrathool Shire Council

POSITION DESCRIPTION

Multi Service Outlet Coordinator

DIRECTORATE	CORPORATE AND COMMUNITY SERVICES
REPORTS TO	DIRECTOR OF CORPORATE AND COMMUNITY SERVICES
CLASSIFICATION	BAND 2 LEVEL 3
GRADE WITHIN SALARY STRUCTURE	18
STATUS OF EMPLOYMENT	FULL TIME (TERM POSITION)
HOURS OF WORK	35
POSITION CODE	2400
DATE APPROVED	20 JANUARY 2021

Council overview

Carrathool Shire Council is a large rural Council, having an area of 19,000 square kilometres and five urban centres. The Council is traversed by the Murrumbidgee and Lachlan Rivers, the Mid Western Highway and the Kidman Way. Agribusiness is growing and has diversified greatly, and now includes enterprises such as cotton, walnuts, olives, rice, corn, cherries, and chicken farm developments with capital investment in the range of \$500 million. The area is thriving, and so are the opportunities.

Council vision

Carrathool Shire Council and the community will work together to protect and deliver quality of life in harmony with economic development and environmental sustainability.

Primary purpose of the position

Manage the delivery of transport, meals, home modification, and respite care to maintain the frail aged and people with disabilities in their homes when they would otherwise be at risk of premature institutionalization.

Key accountabilities

Within the area of responsibility, this role is required to:

- Manage and coordinate all Home and Community Care programs to ensure the delivery of a high quality service that reflects Council's commitment to the community and relevant clients needs.
- Monitor and manage expenditure effectively within budget by constant review to support provision of a service that meets the needs of the clients and to ensure it is consistent with available funding.
- Supervise staff and volunteers including preparation of work rosters and convening staff meetings and maintain effective volunteer and staff recruitment for each funded program and undertake individual assessments of volunteers to ensure they fulfil the requirements of their role.
- Compile client records and data on services to facilitate regular evaluations of needs and to identify trends in consumer requirements and prepare submissions for funding based on data collected, together with periodical reports as required by Government agencies, to enhance the service delivered to the community.
- Assess clients and potential clients to develop service delivery plans for specific funded programs and work with State and Federal government agencies and other organisations that provide support for the frail and aged.
- Represent Community Services and HACC as required to government, other community groups, and to the wider community to enhance and promote the service provided by the scheme while developing and maintaining links with relevant organisations to promote greater and more effective coordination of the service for the community.
- Carry out other duties that are within the limits of the employee skills, competence and ability as required.

Organisational accountabilities and responsibilities

Customer Service	<ul style="list-style-type: none">• Ensure an efficient, courteous and professional service to internal and external customers at all times.• Present a positive image of Council at all times.• Promote a culture of understanding and exceeding customer expectations.• Ensure effective community consultation and communication strategies are implemented for service delivery and projects where required.
Governance	<ul style="list-style-type: none">• Carry out work in line with relevant legislative requirements, codes, practices and standards.• Carry out their duties in a professional and ethical manner, in compliance with the requirements of Council policies and procedures.• Take responsibility for and manage own work and contribute to a productive work environment.• Comply with and ensure compliance of Council's Policies, Code of Conduct and requirements of EEO and anti discrimination policies.• Promote responsible and accountable practices for keeping full and accurate records in relation to corporate activities and decisions.
Work Health and Safety	<ul style="list-style-type: none">• Perform work in accordance with WHS Legislation and Council's Policies and procedures.• Report all Near Misses/ Accidents, Injury & illness as per Council policies to the immediate supervisor.• Contribute to work health and safety of self and others.• Attend and participate in all training as directed.• Monitor work practices to ensure employee health and safety.• Respond to identified and reported risk in a timely manner.

	<ul style="list-style-type: none"> Acquire and maintain knowledge of Work Health Safety practices and matters.
Risk Management	<ul style="list-style-type: none"> Assist council supervisors and managers in identifying and assessing hazards at the workplace. Be aware of and follow Council's risk management procedures when undertaking tasks or projects. Do not interfere or misuse any safety device or equipment which has been provided.
Environmental Responsibilities	<ul style="list-style-type: none"> Consider the protection on the environment in decision making and in the undertaking of all Council activities.

Compulsory requirements of the position

- The successful candidate will be required to undertake pre-employment screening and achieve a satisfactory outcome.
- It is an inherent requirement of this position that the successful candidate be immunised as one form of control to minimise workplace illness/disease. The following vaccinations are required and will be arranged upon commencement – Hepatitis A and B and/or Tetanus.
- The successful candidate will be required to undertake a National Police Check and achieve a satisfactory outcome.

Key relationships

Internal	External
All Staff	Members of the Public

Essential requirements



- Cert IV in Community Services /Disability/Aged Care/ or Clinical Care or Nursing experience working in the disability or Allied Health sector
- Working understanding of Microsoft Office computing software, particularly Word, Excel and developed keyboard skills
- Ability to lead a team and to provide effective support to the activities of other team members
- Ability to communicate effectively at all levels and with all stakeholders
- Demonstrated self motivation and versatility
- Able to maintain confidentiality on a range of sensitive issues
- Developed interpersonal and communication skills
- Knowledge and understanding of Equal Employment Opportunity legislation
- Knowledge and understanding of Work Health Safety legislation and regulations specific to the work area
- Class C Driver's licence

Desirable requirements

- Additional Disability, Management, Nursing or Allied Health, related qualifications
- Awareness of transport, meals, home maintenance and modification, and respite care programs and relevant systems

Capabilities for the role

Carrathool Shire Council's Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance, or, "how we do things around here". It builds on our organisational values and creates a common sense of purpose for all staff at all levels of the workforce. Below is the full list of capabilities and the level required for this position. The capability names in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.










Core Organisational Capabilities			
Capability Group	Capability Name	Level	Stream
 Personal attributes	Manage Self	Proficient	2
	Display Resilience and Adaptability	Proficient	1
	Act with Integrity and Courage	Proficient	4
	Demonstrate Accountability	Proficient	3
 Relationships	Communicate and Engage	Proficient	3
	Community and Customer Focus	Proficient	4
	Work Collaboratively	Proficient	1
	Influence and Negotiate	Proficient	2
 Results	Plan and Prioritise	Advanced	1
	Think and Solve Problems	Proficient	3
	Create and Innovate	Proficient	4
	Deliver Quality Results	Advanced	2
 Resources	Finance	Intermediate	1
	Assets, Tools and Resources	Intermediate	2
	Technology and Information	Intermediate	3
	Procurement and Contracts	Intermediate	4
 Workforce Leadership	Inspire Direction and Purpose	Foundational	3
	Optimise Workforce Contribution	Intermediate	1
	Develop and Manage People and Culture	Foundational	2
	Lead and Manage Change	Foundational	4
	Cultivate Productive Relationships	Intermediate	4
	Operate Strategically	Intermediate	2
	Drive Results	Foundational	3
	Risk Management, Safety and Compliance	Intermediate	3

Streams

Streams identified for the position are the remainder capabilities prioritised in order for future development and progression. These must be demonstrated to progress through further steps. For further details of these capabilities refer to Councils Capability framework.

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Core Organisational Capabilities		
Group and Capability Level	Behavioural Indicators	
 <p>Personal Attributes Display Resilience and Adaptability</p>	<p>Proficient</p>  	<ul style="list-style-type: none"> • Demonstrates flexibility, shows initiative and responds quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback and advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through difficult challenges and looks for alternative solutions • Stays calm and acts constructively under pressure and in difficult situations
 <p>Relationships Community & Customer Focus</p>	<p>Proficient</p>  	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers • Takes responsibility for delivering quality customer-focused services • Listens to customer needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services.
 <p>Results Plan and Prioritise</p>	<p>Advanced</p>  	<ul style="list-style-type: none"> • Participates constructively in planning and goal setting • Identifies shifts in the environment which may impact on plans, and discusses with management • Implements systems for monitoring and evaluating effective program and project management

Core Organisational Capabilities

Group and Capability Level

Behavioural Indicators



Resources

Finance

Intermediate



- Uses basic financial terminology appropriately
- Presents basic financial information clearly and in an appropriate format
- Uses funds and records financial transactions in line with financial audit and reporting obligations
- Makes expenditure decisions within budget limits
- Uses financial and other resources responsibly and/or helps others understand their obligations to do so
- Applies policy and procedures and monitors their application to ensure compliance with finance and resource management requirements
- Contributes to efficient and effective management of financial and other resources to achieve organisational goals
- Maintains accurate operational information and data that will contribute to budgeting, reporting and forecasting



Workforce Leadership

Optimise

Workforce

Contribution

Intermediate



- Appropriately assists with developing team/project plans that make the best use of the skills and strengths of people in the team
- Plans and monitors resources allocation against unit/project plans
- Identifies solutions to current and potential resource/capability gaps
- Appropriately participates, as required, in workforce planning to ensure the availability of capable resources

Progression skills, qualifications and experience

Progression through the salary system is based upon the acquisition and use of skills and/or employee performance / behaviour. Below are the skills required for progression at each step at and above Step 1 (Entry Level).

Step 1 (Entry Level) Essential Criteria	<ul style="list-style-type: none">• Cert IV in Community Services /Disability/Aged Care/ or Clinical Care or Nursing experience working in the disability or Allied Health sector• Working understanding of Microsoft Office computing software, particularly Word, Excel and developed keyboard skills• Ability to lead a team and to provide effective support to the activities of other team members• Ability to communicate effectively at all levels and with all stakeholders• Demonstrated self motivation and versatility• Able to maintain confidentiality on a range of sensitive issues.• Developed interpersonal and communication skills• Knowledge and understanding of Equal Employment Opportunity legislation.• Knowledge and understanding of Work Health Safety legislation and regulations specific to the work area.• Class C Driver's licence
Step 2	<ul style="list-style-type: none">• Prerequisites from Steps 1 plus:• Council's general induction completed• Demonstrated ability to manage records so they are secure, accessible, kept accurately and are maintained in accordance with relevant legislation and Council requirements• Demonstrated working knowledge of software such as Route Match and Care vision.• Attainment of First aid certificate and CPR accreditation• Demonstrates Stream 1 capabilities
Step 3	<ul style="list-style-type: none">• Prerequisites from Steps 1 & 2 plus:• Advanced working knowledge of HCP, CHSP and NDIS service programs.• Demonstrated ability to develop and facilitate respite care programs.• Demonstrated ability to produces accurate yearly financial budgets and forecasts• Demonstrates Stream 1 & 2 Capabilities
Step 4	<ul style="list-style-type: none">• Prerequisites form Steps 1, 2 and 3, plus:• Attainment of certificate III in Individual Support (Ageing, Home and Community) or equivalent• Demonstrated knowledge of WHS and basic Risk Management Systems• Demonstrates Stream 1,2 & 3 Capabilities
Step 5	<ul style="list-style-type: none">• Prerequisites form Steps 1, 2,3, and 4 plus:• Advanced working knowledge Aged Care Standards, and relevant legislation.• Cert IV Leadership & Management or related Discipline• Demonstrates Stream 1,2, 3 & 4 Capabilities

Additional information

This position description is indicative and not to be considered as a comprehensive, complete, and/or exhaustive list of responsibilities, duties, and accountabilities. Just as Council is adaptive and responsive, Council's roles are similarly dynamic. This role may evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation, or as a result of ongoing professional learning, organisational development or continuous improvement, which are fundamental tenets of Council's operations.

Declaration

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Carrathool Shire Council from time to time as necessary.

Employee's Name _____

Employee's Signature _____ Date ____ / ____ / _____

HR Signature _____ Date ____ / ____ / _____