

Social Care Coordinator

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Scope

This position description applies to the Social Care Coordinator.

Definitions

Not Applicable.

Policy

Role Description

The Social Care Coordinator is responsible for overseeing the day-to-day operational matters of the social care program at their facility. The Social Care Coordinator works in conjunction with the General Manager to provide and direct social care programs which are responsive, enriching and reflective of resident needs and requirements.

Reporting Relationship

On a day to day basis this position shall report to the facility General Manager. Indirect reports shall include other organisational management representatives.

Qualifications & Experience

Essential:

- Certificate IV Qualification in Leisure and Lifestyle or similar discipline.
- Current National Police Certificate (or ability to acquire).
- Current Drivers License.
- Proficient computer systems and information management skills.
- First Aid Certificate.
- Excellent communication and interpersonal skills.

Desirable:

- Experience in the provision of complimentary therapies and recreational services.
- Demonstrated experience in dementia care.
- Experience in residential aged care.
- Knowledge of and access to community groups and community support agencies.

Key Duties & Responsibilities - Social Care Supervision & Programs

- Ensure the efficient delivery and continual review of resident focused therapy, social and recreational activities.
- Lead and organise the social care staff and volunteers.
- Foster and promote social connectedness and actively engage and liaise with the local community, community groups, schools and sporting organisations.
- Facilitate resident meetings and encourage participation in planning and program development.
- Maintain social care inventory and other resources. Control stock and undertake periodic audits as required.
- Maintain appropriate clinical records, statistics and register of programs and attendance.
- Carry out other duties as may be reasonably required in your position.

Key Duties & Responsibilities - Participation & Contribution

- Contribute to facility management meetings and assist with strategic social care planning.
- Participate in relevant professional development and mandatory training as required.
- Implement a vibrant and integrated volunteer program which ensures community engagement and encourages resident participation.

Key Duties & Responsibilities - Financial Management

- Ensure that social care expenditure is in accordance with approved budget.

Key Duties & Responsibilities - People Management

- Ensure social care staff and volunteers are made aware of their policy, legislative and other relevant compliance obligations.
- Conduct regular meetings with Social Care Assistants.

Selection Criteria

1. Demonstrated experience in the supervision and service delivery of a Social Care Program.
2. Empathetic, resident-focused approach to service delivery and the ability to relate to the elderly.
3. Well developed communication and relationship management skills.
4. A pragmatic and outcome focused approach to problem solving.

Mission, Vision & Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values: Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.