

## **POSITION DESCRIPTION**

<b><u>Position Title:</u></b>	<b>COMMUNITY SUPPORT COORDINATOR</b>
<b><u>Classification:</u></b>	Social and Community Services Employee – Level 4
<b><u>Department/Program:</u></b>	Community Support incorporating the Leisure Buddies Service, the Community Visitor Scheme, the Counsellor Service and the Tutor Service
<b><u>Report to:</u></b>	Manager, Community Support
<b><u>Location:</u></b>	The role is primarily based at 67 Sutherland Road, Armadale, however in servicing this position the employee may also be required to work in the community and at other locations (80B Harvester Road, Sunshine & 22 Rob Roy Road, East Malvern
<b><u>Issued:</u></b>	21.04.23

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver's license status (if applicable)
- NDIS worker screening check or
- the capacity to fulfil the inherent requirements of the role

\_\_\_\_\_  
Employee's Name:

\_\_\_\_\_  
Employee's Signature

Date:     /     /

### **POSITION OBJECTIVE**

Inclusion Melbourne has a long tradition of successfully matching volunteers with the people we support in order to provide friendship, connection to community, and learning & skill development opportunities. Volunteers have the opportunity to make a difference, share their skills, and give back to communities.

The Community Support Department of the organisation is currently responsible for enabling matches between volunteers and adult NDIS participants with intellectual disabilities and between volunteers and older people at risk of social isolation. Additionally, Community Support assists the Inclusion Training department with the recruitment of volunteers to provide support in their classrooms and other settings. From time to time, Community Support may assist with the recruitment of volunteers for other departments, as needed for projects and specific tasks.

To ensure the continuity and success of the Community Support services, the primary objectives of this position are:

- Recruit, screen, induct, train and supervise volunteers in their matched roles
- Attract, assess, match, support and monitor adult NDIS participants with intellectual disabilities
- Attract, assess, match, support and monitor eligible older adults at risk of isolation

These objectives will be achieved through effective communication, adherence to policies and procedure, a commitment to efficiency and a high level of customer service with all stakeholders.

## Our Values

### Integrity

*“To consistently act on sound moral principles”*

**We will act with integrity by:**

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

### Potential

*“The inherent ability or capacity for growth”*

**We will see the potential of all persons by:**

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

### Individuality

*“A single person regarded as a unique personality, distinguished from others by special qualities”*

**We will embrace individuality by:**

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

### Relationships

*“A significant connection existing between people and communities”*

**We will foster relationships by:**

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## KEY RESULT AREA – Recruitment and training of Volunteers

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Manage the recruitment, including safety screening processes of volunteers in accordance with relevant documentation, policies and procedures, and the National Standards of Volunteering.</li> <li>• Promote a positive image of the organisation through effective public relations in community settings and community education.</li> <li>• Work with all stakeholders to ensure that volunteers are properly valued and appreciated.</li> <li>• Ensure volunteers are properly oriented and inducted to their role and responsibilities and have the opportunity for ongoing skill development.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively recruit new volunteers, via a range of channels/strategies, including distribution of brochures, placing advertisements on SEEK Volunteer, Inclusion Melbourne website, in local media, community groups, educational facilities and websites as well as other innovative strategies.</li> <li>• Refresh and review all online advertisements on a monthly basis.</li> <li>• Manage volunteer enquiries and information.</li> <li>• Manage volunteer application, including information gathering and interviewing.</li> <li>• Undertake safety screening processes.</li> <li>• Ensure Counsellors provide their original tertiary qualifications at the time of their interview. (APAC approved qualifications).</li> <li>• Undertake assessment of applicant volunteers to ensure suitability to roles.</li> <li>• Ensure volunteers complete mandatory training depending on their role, including NDIS worker induction, CVS induction and Inclusion Melbourne induction program.</li> <li>• Support evaluation and improvements to all training programs as required.</li> <li>• Support volunteers to access additional training or events that are relevant to their roles as required.</li> </ul>

## KEY RESULT AREA – Managing and Supervising Volunteers

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Provide dedicated supervision to allocated volunteers within geographical zoning.</li> <li>• Nurture and support volunteers to ensure retention and enjoyment of their role with a view to maintaining high satisfaction levels.</li> <li>• Ensure volunteers understand their responsibilities, including understanding Inclusion Melbourne policy and procedures and reporting structures.</li> <li>• Monitor, review &amp; document volunteer probationary periods and maintain stringent record keeping in CRM related to all volunteer activity.</li> <li>• Monitor and acknowledge volunteer recognition including birthdays and anniversary milestones.</li> <li>• Collaborate with team members to ensure resolution of any issues relating to volunteers is dealt with in a timely, calm and thoughtful manner.</li> <li>• Undertake other tasks as directed by the Manager of Community Support.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain regular contact with volunteers through phone calls, text messages, face-to-face meetings and emails documented in file notes and other relevant documents.</li> <li>• Collect regular feedback from volunteers and conduct a three-month review interview.</li> <li>• Perform regular reviews with volunteers to ensure that their role is still appropriate and meeting the needs for all parties including the organisation.</li> <li>• Support the annual volunteer engagement survey and other reviews as required.</li> <li>• Maintain records/database/s on all reviews, birthdays and anniversaries of volunteers and ensure contact is made on these dates.</li> <li>• Manage and problem-solve issues that may arise, promptly, professionally and sensitively to support continued engagement.</li> </ul>

## KEY RESULT AREA – Attracting and On-boarding the People We Support

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Work with internal and external stakeholders to promote, attract and recruit NDIS Participants and eligible older persons.</li> <li>• Manage intake of NDIS participants and eligible older persons in accordance with relevant documentation, and Inclusion Melbourne policies and procedures.</li> <li>• Obtain all relevant information about goals and requirements for NDIS participants and eligible older persons for matching purposes.</li> <li>• Arrange matches according to geographic proximity, personalities, interests and goals. Also consider culture, age and gender if necessary.</li> <li>• Conduct introduction meetings with the participant or older person to their volunteer and clarify goals, roles and responsibilities.</li> <li>• Support the matched pair as they commence building their friendship and engage in regular activities.</li> <li>• Complete all data entry, meetings, assessments and planning as required and according to relevant documents including policies, procedures, checklists and Guide Besides for NDIS participants and eligible older persons.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake marketing strategies in collaboration with Inclusion Melbourne and the Community Support team. Strategies include social media, the distribution of brochures and placing advertisements in local media, community groups, educational facilities and websites.</li> <li>• Develop and action an individual recruitment marketing plan in order to find a suitable volunteer. This may include advertisements developed for publication on various sites, networking with relevant groups and liaising with current contacts.</li> <li>• Assist with enquiries and provide information about services.</li> <li>• Conduct meetings with the NDIS participant or eligible older person to develop a profile, discuss the goals of the match and obtain information about what the person is looking for in a volunteer.</li> <li>• Arrange and facilitate introductions and matches.</li> <li>• Ensure all documentation is completed, including personal details, emergency contacts, goals, 'about me', induction and consent forms.</li> <li>• Ensure the Counsellor Consent form is discussed in detail, agreed to, &amp; signed.</li> <li>• Records and databases are precise and kept up to date on a weekly basis.</li> </ul>

## KEY RESULT AREA – Monitoring, Supervising and Supporting Matches

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Provide ongoing support to the participant or older person and their volunteer in relation to negotiating issues and relationships and monitor the achievement of goals.</li> <li>• Ensure that Counsellors receive regular support from their more experienced Peer Support Mentor and attend quarterly peer support meetings.</li> <li>• Support ongoing training opportunities for volunteers, ensuring they have access to best practice.</li> <li>• Renew volunteer police and safety checks as required.</li> <li>• Monitor the need for participants, older persons and their volunteers to access Inclusion Melbourne's Public Liability Insurance and Personal Accident Insurance as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure monthly contact with volunteers via phone calls, emails, text messages or face-to-face meetings.</li> <li>• Maintain regular contact with NDIS participants or older persons and/or their families and carers via phone calls, emails, text messages or face-to-face meetings, as required.</li> <li>• Maintain stringent recording of database/s for safety screening check renewals. Feedback/case noting, complaints and incidents in line with policies and procedures.</li> <li>• Document progress and achievement of participant goals for NDIS plan renewal meetings as required.</li> </ul>

<ul style="list-style-type: none"> <li>• Monitor and manage feedback, complaints and incidents according to Inclusion Melbourne policies and procedures.</li> <li>• Other tasks as directed by the Manager, Community Support.</li> </ul>	
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## KEY RESULT AREA - Teamwork and Relationship Management

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Demonstrate and uphold Inclusion Melbourne Values.</li> <li>• Openly support and respect diversity within the team.</li> <li>• Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.</li> <li>• Proactively and respectfully, develop and maintain positive relationships with all stakeholders.</li> <li>• Manage continuous improvement and feedback to ensure the excellence of Inclusion Melbourne's Community Support services.</li> <li>• Contribute to team development, ensuring communication is positive and effective.</li> <li>• Communicate accurate and relevant information to all stakeholders to ensure optimum outcomes for NDIS participants, eligible older persons and volunteers.</li> <li>• Participate in/or attend events, network meetings &amp; expos.</li> <li>• Keep up to date with information and changes to the NDIS, the disability sector, the CVS and the aged care sector as well as best practice relating to volunteering.</li> <li>• Display a commitment to open and respectful communication, teamwork and customer service.</li> <li>• Openly support and respect diversity within the team</li> </ul>	<ul style="list-style-type: none"> <li>• Attend and participate in team meetings including those with external stakeholders.</li> <li>• Collaborate with team members to develop and improve Community Support team systems and processes.</li> <li>• Action emails and voicemails in a timely manner.</li> <li>• Keep up to date with relevant events etc. through mailing lists and attend whenever possible &amp; appropriate.</li> <li>• Undertake annual performance review in with policy and procedure.</li> <li>• Attend volunteer events as required, including the annual national volunteer week celebration event.</li> </ul>

## KEY RESULT AREA – Administration, Reporting and Data Collection

Key Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Collect data as required, to identify trends and for reporting purposes.</li> <li>• Ensure, timely and accurate reporting of all statistical reports, collection of stakeholder feedback, satisfaction surveys and other reports as delegated by the Manager, Community Support.</li> <li>• Maintain notes, files and information in databases and spreadsheets in accordance with agreed procedures.</li> <li>• Update and document systems and processes in collaboration with the team as required</li> </ul>	<ul style="list-style-type: none"> <li>• Collect feedback on volunteer activity each month.</li> <li>• Submit reports and statistical data on a regular basis and in accordance with agreed timeframes.</li> <li>• Stringently maintain all records and databases, including notes, Outlook contacts, files, information, databases and spreadsheets in accordance with organisational policy and as delegated by the Manager, Community Support.</li> <li>• Ensure all enquiries about services are actioned within 5 working days.</li> </ul>

## **ORGANISATIONAL RELATIONSHIPS**

<b>Reports to:</b>	Manager, Community Support
<b>Supervision:</b>	Nil
<b>Internal Liaisons:</b>	Community Support staff Direct Support staff Administration & Finance staff Policy, Research & Advocacy staff Inclusion Training staff
<b>External Liaisons:</b>	People with disability and older persons, their family & carers. Other service providers as required. Members of the public. The National Disability Insurance Agency. Department of Health & Human Services.

## **ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING**

The freedom to act is governed by clear objectives and tasks set by the Manager, Community Support.

In order to achieve the duties and responsibilities of the position, the Community Support Coordinator is expected to:

- exercise judgement and make appropriate decisions and evaluate alternatives within prescribed procedures and guidelines
- be accountable for the quality, timeliness and accuracy of own work
- undertake a variety of tasks of a specialised and/or detailed nature under direction
- exercise professional judgement when engaging with external and internal stakeholders
- use initiative to identify or predict when issues may arise and bring them to the attention of the Manager, Community Support
- understand policies and procedures relating to the Community Support Coordinator role
- alert management of any potential issue or crisis
- act with discretion and maintain confidentiality on all matters

## **KEY SELECTION CRITERIA**

### **Essential:**

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions
- Previous experience in the provision of services to people with disability and/or the elderly.
- Previous experience in recruitment, management, coordination, and retention of volunteers or staff, preferably within the not for profit sector.
- Well-developed interpersonal skills, including effective stakeholder engagement skills and ability to develop and maintain relationships
- Well-developed written and verbal communication skills
- High level of computer literacy
- Proficiency with information technology
- Experience in marketing, community engagement and workplace training highly regarded
- Proven team-work skills and the ability to work collaboratively or to undertake independent activities where necessary
- Ability to undertake administrative duties associated with the role, maintain relevant data and provide timely reports
- A current Victorian driver's licence.

**Desirable:**

- Experience in working within the NDIS and or the CVS
- Relevant tertiary qualification or equivalent experience in the community services field
- Demonstrated success in working effectively with a diverse range of people, including families from CALD (culturally and linguistically diverse) backgrounds
- Ability to contribute to the develop and delivery of workplace training

**SALARY & CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). Visit Inclusion Melbourne's website, staff portal page for further information.

**Flexibility with working hours as there may be some occasions where after hours or weekend work is required. This will be negotiated with the Manager, Community Support.**

**QUALITY AND CONTINUOUS IMPROVEMENT**

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

**PRIVACY, SECURITY & CONFIDENTIALITY**

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

**Staff are expected to:**

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate,
- Complete and update details as and when necessary.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.

## GENERAL INFORMATION

### How you will be measured in your role

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of key responsibilities and duties listed in your position description. A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components: -

- **Part 1 – Key responsibilities & Duties: to measure competence** as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee's overall comments on the session**
- **Part 6 – Supervisor's overall comments on the session**

### Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

### Occupational Health, Welfare and Safety

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

### Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system; *Document Central*, accessed via SharePoint. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

### Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six-month probationary period will apply, to relevant positions.

### Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.



## **Salary Packaging**

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

## **Long Service Leave**

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne's Conditions of Employment policy.

## **Annual Leave**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **Personal/Carer's Leave & Compassionate Leave**

Personal/carers leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

## **Parental Leave**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

## **Purchase Additional Leave**

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

## **Designated Breaks**

It is a long established custom and practice of Inclusion Melbourne (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff are encouraged to take annual leave, leave in advance or leave without pay during the Christmas/New Year two-week period. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

## **Termination of Appointment**

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

**Right to Work in Australia**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

**Smoke Free Work Place**

The organisation has a “No smoking” policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

**Criminal Record Check**

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

**Disability Workers Exclusion Scheme (DWES)**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to the operation of the Disability Worker Exclusion Scheme (DWES), as amended from time to time. The Scheme is maintained by the Department of Health and Human Services.

**Other Employment or Conflict Of Interest**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer’s prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

**Return of Documents & Property**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

**Use of Private Vehicles for Work Related Activities**

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work-related nature of the vehicle usage.

**Risk Management**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

**Equal Opportunity & Diversity**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.